

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 04 – 17 May 2026, BBC Audience Services (Stage 1) received a total of **2,850** complaints about programmes. **6,630** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period.

95% of all complaints dealt with between 04 – 17 May 2026 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 04 – 17 May 2026. Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
BBC News (10pm)	BBC One	06/06/2025	Inaccuracy about Elon Musk	Resolved
Sunday with Laura Kuenssberg	BBC One	12/10/2025	Inaccuracy about source of order placed with Scottish shipyard	Resolved

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

The World at One	Radio 4	24/02/2026	Lack of challenge to controversial claim	Not upheld
News (4pm)	Radio 4	29/03/2026	Inaccuracy about athlete's gender	Not upheld
BBC News (6pm)	BBC One	16/03/2026	Biased reference to "enemy shipping"	Not upheld
Woman's Hour	Radio 4	17/03/2026	Offended by inclusion of trans guest x12	Not upheld
The Beauty Queen and the Catfish	BBC Three	11/01/2026	Compromised complainant's safety	Not upheld
The Truth About My Murder	BBC One Wales	03/02/2026	Unfair to complainant	Not upheld

89% of complaints (17 out of 19) dealt with between 04 – 17 May 2026 received a response within the target time.