

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 21 September – 4 October 2026, BBC Audience Services (Stage 1) received a total of **2,546** complaints about programmes. **5,163** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	01/10/2026	Felt the programme was biased to the 'left' / bias against Suella Braverman.	118

96% of all complaints dealt with between 21 September – 4 October 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 11 findings at Stage 2 between 21 September – 4 October 2026. Highlighted text links to published findings⁴. Other recently published findings can be found here:

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

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.

Programme	Service	Date of Transmission	Issue	Outcome
Today	Radio 4	17/07/2026	False claims about Muslim Council of Britain, inadequately corrected	Resolved
The Nolan Show	Radio Ulster	02/08/2026	Pro-trans bias	Not upheld
Points West	BBC One (West)	28/08/2026	Infringement of privacy	Not upheld
Today	Radio 4	05/08/2026	Bias against President Trump	Not upheld
GK Barry: Toxic Gossip	BBC Three, BBC iPlayer	01/07/2026	Inaccuracy about controversial website	Not upheld
Sunday with Laura Kuenssberg	BBC One	03/05/2026	Pro-Palestinian bias	Not upheld
Question Time	BBC One	04/12/2025	Objects to inclusion of former asylum-seeker in audience	Not upheld
Sunday with Laura Kuenssberg	BBC One	19/07/2026	Misleading statement about net zero	Not upheld
BBC News (10pm)	BBC One	02/08/2026	Pro-Reform UK bias	Not upheld
News bulletins	BBC One & News Channel	06/08/2026	Inaccurate and unfair about Army Foundation College	Not upheld
Paul Sinha's Perfect Pub Quiz	Radio 4	11/08/2026	Offensive language	Not upheld

100% of complaints dealt with between 21 September – 4 October 2026 received a response within the target time.