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# Ofcom Bulletin for complaints about BBC online material

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## Introduction

This Bulletin reports on complaints made to Ofcom about the BBC's online material. It gives the outcome of Ofcom's consideration on each complaint received and where relevant, provides Ofcom's opinion on whether the BBC observed the relevant standards for its online material.

Under the BBC's Charter and Agreement, set by Government and Parliament, the BBC is responsible for the editorial standards of its online material. Ofcom has a responsibility to consider and give an opinion on whether the BBC has observed relevant editorial guidelines in its online material<sup>1</sup>. This came into effect with the Digital Economy Act on 27 April 2017.

Online material means content on the BBC's website and apps. This includes written text, images, video and sound content. It does not extend to social media, Bitesize, BBC material on third party websites and World Service content, among other things.

[Ofcom's published arrangements and procedures for handling complaints about BBC online material](#) can be found on the Ofcom website. These documents contain more information about the types of complaints we will consider and the process we will normally follow when handling complaints.

Complaints about BBC online material must follow the 'BBC First' approach, where they are made to the BBC in the first instance. If a complainant is not satisfied with the BBC's final response to a complaint about its online material, they may seek an independent opinion on it from Ofcom.

Unlike our role regulating the standards of BBC broadcasting and on demand programme services (such as the BBC iPlayer), Ofcom has no enforcement powers for BBC online material.

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<sup>1</sup> This does not include content on BBC on demand programme services (such as the BBC iPlayer), which must comply with relevant rules in Ofcom's [Broadcasting Code](#).

## Complaints assessed, not accepted

### Closed between 1 May and 25 June 2021

Below is an alphabetical list of complaints which, after careful assessment, Ofcom considered did not raise substantive issues under the relevant BBC editorial guidelines that warranted further consideration by Ofcom.

[More information about how Ofcom assesses complaints about BBC online material.](#)

### Complaints about BBC online material

BBC online material	Date <sup>1</sup>	Category	Number of complaints
BBC News website: Dominic Cummings: Did he break lockdown rules?	26/05/2020	Accuracy	1
BBC News website: Ghislaine Maxwell offers to give up UK and French citizenship for bail	24/02/2021	Accuracy	1
BBC News website: India Covid-19: PM Modi 'did not consult' before lockdown	29/03/2021	Impartiality	1
BBC News website: Night exercise: Top tips to exercise safely	10/02/2021	Harm and Offence	1
BBC News website: The winners: The 2020 Russell Prize for best writing	22/12/2020	Impartiality	1
BBC News website: Trans teen in legal action over gender clinic wait	23/11/2020	Accuracy	1
BBC News website: Trans teen in legal action over gender clinic wait	23/11/2020	Impartiality	1
BBC News website: Trans teen in legal action over gender clinic wait	24/11/2020	Impartiality	1
BBC News website: UK accuses China of 'gross' human rights abuses against Uighurs	19/07/2020	Accuracy	1
BBC News website: US election 2020: The people who still believe Trump won	08/01/2021	Accuracy	1

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<sup>1</sup> This is the date the complainant first became aware of the online material. In the event that the complainant does not specify a date, we use the date that the article was published.

## BBC First

### Complaints closed between 1 May and 25 June 2021

#### Complaints about BBC online material, made to Ofcom in the first instance

The table below is an alphabetical list of complaints about the BBC's online material which Ofcom has not assessed. This is because Ofcom only considers complaints about the BBC's online material if the complainant has already complained to the BBC and the BBC has reached its final view on the complaint. The complaints in this table were made to Ofcom before completing the BBC's process.

BBC online material	Date <sup>1</sup>	Category	Number of complaints
BBC	29/05/2021	Accuracy	1
BBC News App	13/05/2021	Impartiality	1
BBC News App: Boris Johnson: What is the PM's relationship with the truth?	02/05/2021	Impartiality	1
BBC News website	10/07/2020	Impartiality	1
BBC News website	26/08/2020	Accuracy	1
BBC News website	03/05/2021	Impartiality	1
BBC News website	05/05/2021	Impartiality	1
BBC News website	06/05/2021	Impartiality	1
BBC News website	07/05/2021	Accuracy	1
BBC News website	09/05/2021	Impartiality	1
BBC News website	11/05/2021	Impartiality	3
BBC News website	12/05/2021	Impartiality	1
BBC News website	19/05/2021	Impartiality	1
BBC News website	02/06/2021	Impartiality	1
BBC News website	05/06/2021	Accuracy	1
BBC News website	n/a	Impartiality	1
BBC News website: A guide to Labour Party anti-Semitism claims	27/07/2019	Accuracy	1
BBC News website: Alarming Covid surge cools Russia's football fever	18/06/2021	Accuracy	1
BBC News website: Ballymurphy Inquest: Coroner finds 10 victims were innocent	11/05/2021	Accuracy	1
BBC News website: Biden 100 days: What we all got wrong about him	03/05/2021	Impartiality	1
BBC News website: Birmingham dentist struck off for patient record changes	22/04/2014	Accuracy	1

<sup>1</sup> This is the date the complainant first became aware of the online material. In the event that the complainant does not specify a date, we use the date that the article was published.

<b>BBC online material</b>	<b>Date<sup>1</sup></b>	<b>Category</b>	<b>Number of complaints</b>
BBC News website: Boris Johnson: What is the PM's relationship with the truth?	02/05/2021	Impartiality	7
BBC News website: Budapest roads renamed in protest against Chinese university	03/06/2021	Impartiality	1
BBC News website: China accuses Western firms over 'harmful' kids' goods	03/06/2021	Impartiality	1
BBC News website: China's 'tainted' cotton	30/12/2020	Impartiality	1
BBC News website: China's new 'tang ping' trend aims to highlight pressures of work culture	04/06/2021	Impartiality	1
BBC News website: Climate change: Boris Johnson 'risks humiliation' over coal mine	04/02/2021	Impartiality	1
BBC News website: Covid: Boris Johnson 'anxious' about Indian variant	13/05/2021	Harm and Offence	1
BBC News website: Covid: Ethnic jab gap 'not due to area or education'	25/05/2021	Accuracy	1
BBC News website: Covid: What do under-30s need to know about the vaccine?	05/06/2021	Accuracy	1
BBC News website: Covid-19: Variant fears could delay England's 21 June easing review	17/05/2021	Other	1
BBC News website: Elliot Page: Actor wins praise for sharing swimming shorts image after top surgery	25/05/2021	Harm and Offence	3
BBC News website: Farmers 'sent death threats by vegan activists'	08/05/2021	Accuracy	1
BBC News website: Gaza tower containing media offices collapses after Israeli strike	15/05/2021	Impartiality	1
BBC News website: Health secretary to hold talks over Euro 2020 fan zone plans	10/06/2021	Impartiality	1
BBC News website: Hong Kong's British history explained: Tea, drugs and war	01/08/2020	Impartiality	1
BBC News website: Hyde Park: Police attacks at anti-lockdown protest condemned	24/04/2021	Accuracy	1
BBC News website: India-China border: Blogger jailed for 'slandering' soldiers who died in clash	01/06/2021	Impartiality	1

<b>BBC online material</b>	<b>Date<sup>1</sup></b>	<b>Category</b>	<b>Number of complaints</b>
BBC News website: Inside a Muslim ballet school for girls	07/06/2021	Harm and Offence	1
BBC News website: Israel strikes in Gaza after fire balloons launched	16/06/2021	Impartiality	1
BBC News website: Israel strikes in Gaza after fire balloons launched	16/06/2021	Accuracy	1
BBC News website: Israel-Gaza: 'We are afraid and cannot bear it any more'	18/05/2021	Impartiality	1
BBC News website: Maya Forstater: Woman wins tribunal appeal over transgender tweets	11/06/2021	Harm and Offence	1
BBC News website: 'Mediocre' male managers are stopping women's rise	16/06/2021	Harm and Offence	3
BBC News website: Nothing to see here, says Boris Johnson over flat costs investigation	29/04/2021	Impartiality	1
BBC News website: Paul Lamb: Assisted suicide campaigner dies aged 65	18/06/2021	Accuracy	1
BBC News website: Rapper who refused Bollywood to become voice of poor	13/08/2020	Harm and Offence	1
BBC News website: Rockets target Tel Aviv after Gaza tower destroyed	14/05/2021	Impartiality	1
BBC News website: Rockets target Tel Aviv after Gaza tower destroyed	18/05/2021	Impartiality	3
BBC News website: Rockets target Tel Aviv after Gaza tower destroyed	19/05/2021	Impartiality	1
BBC News website: Rui Pinto Football Leaks trial starts in Portugal	04/09/2020	Harm and Offence	1
BBC News website: Sellafeld nuclear site a 'toxic mix of bullying and harassment'	10/03/2021	Fairness, Contributors and Consent	1
BBC News website: The Alex Salmond inquiry and the political stink at Holyrood BBC News website: Salmond inquiry: MSPs sceptical about 'forgotten meeting'	24/02/2021	Impartiality	1
BBC News website: The Brazilian doctor offering bogus Covid remedies for social media likes	09/06/2021	Accuracy	1
BBC News website: The cost of speaking up against China	31/03/2021	Accuracy	1
BBC News website: The winners: The 2020 Russell Prize for best writing	21/12/2020	Harm and Offence	1
BBC News website: Trump says universal mail-in voting would be 'catastrophic'	17/08/2020	Accuracy	1

<b>BBC online material</b>	<b>Date<sup>1</sup></b>	<b>Category</b>	<b>Number of complaints</b>
BBC News website: UK approves Pfizer jab for use in 12-15-year-olds	04/06/2021	Accuracy	1
BBC News website: Various articles	13/05/2021	Impartiality	1
BBC News website: What happens if I don't get the Covid vaccine? BBC News website: Covid and pregnancy – should you get the vaccine? BBC News website: Covid vaccine safety: How does a vaccine get approved?	07/05/2021	Impartiality	1
BBC News website: Why Australia is in hysterics over a 'navy twerking' dance	15/04/2021	Harm and Offence	1
BBC News website: Why China is bent on crushing dissent in Hong Kong	26/05/2021	Impartiality	1
BBC News website: Xi Jinping calls for more 'loveable' image for China in bid to make friends	02/06/2021	Impartiality	1
BBC Sports website	19/06/2021	Harm and Offence	1
BBC website: Information and Support: LGBT Issues	02/08/2020	Harm and Offence	1
BBC website: The TikTok recipe hack with 750 million views	05/05/2021	Impartiality	1
CBBC Newsround website: Pfizer vaccine for 12-15 year olds: Your questions answered	07/06/2021	Accuracy	1
CBBC Newsround website: Pfizer vaccine for 12-15 year olds: Your questions answered	09/06/2021	Harm and Offence	1
CBBC Newsround website: Pfizer vaccine for 12-15 year olds: Your questions answered	10/06/2021	Accuracy	1
CBBC Newsround website: Pfizer vaccine for 12-15 year olds: Your questions answered	10/06/2021	Harm and Offence	3
CBBC Newsround website: Pfizer vaccine for 12-15 year olds: Your questions answered	17/06/2021	Harm and Offence	1

## Out of remit complaints

The table below includes complaints which have not been assessed by Ofcom because they fall outside of Ofcom's remit under its arrangement with the BBC.

<b>BBC online material</b>	<b>Date<sup>2</sup></b>	<b>Number of complaints</b>
BBC News: Twitter	06/05/2021	1
Facebook	05/06/2021	1
Twitter	02/05/2021	1
YouTube	26/05/2021	1

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