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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 met the required 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 standards, 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](#).

## Notice of Opinion

*Online material: Oxford Street: Images issued after men filmed spitting at Jews on bus, BBC News website, 2 December 2021*

Ofcom has issued an Opinion to the BBC on whether it observed its own Editorial Guidelines in the content of an [online article](#) about an antisemitic attack on Jewish students in London. The article was published on 2 December 2021. Ofcom’s Opinion was that the BBC did not observe “Section 3: Accuracy” and “Section 4: Impartiality” of the BBC’s Editorial Guidelines. Ofcom’s [full Opinion](#) is set out in our [Broadcast and On Demand Bulletin](#), together with a Decision on whether a BBC news broadcast<sup>2</sup> covering the same news item breached the Ofcom Broadcasting Code.

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<sup>2</sup> *BBC London News*, 2 December 2021, 18:30. This broadcast and the online article covered the same attack.