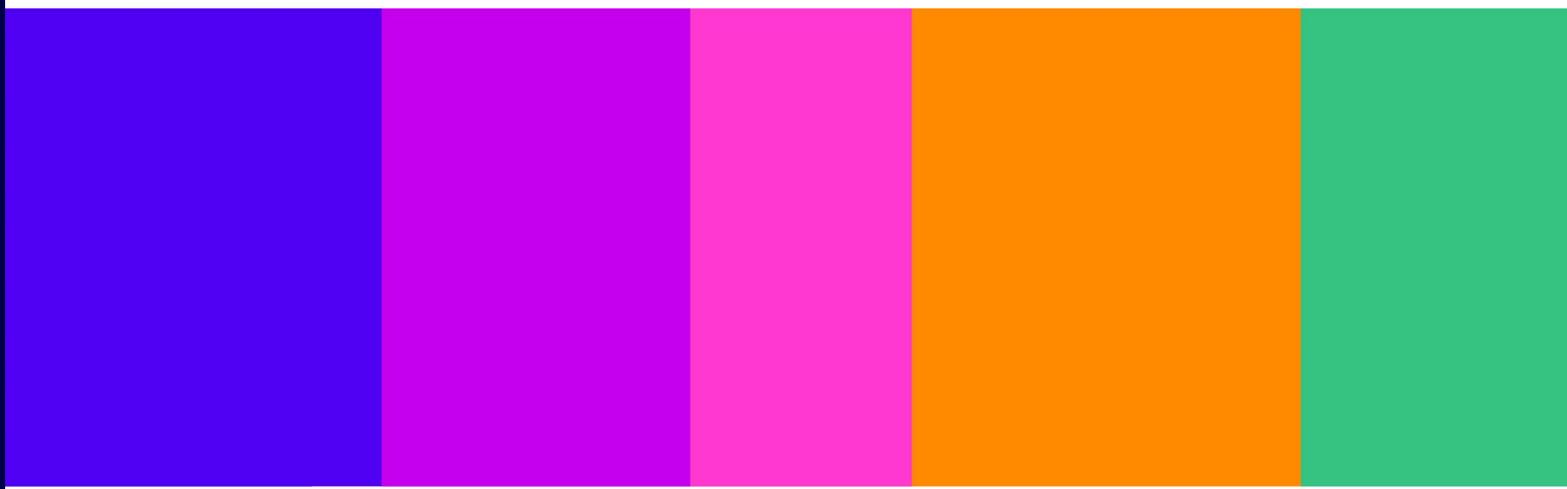


Ofcom Bulletin for complaints about BBC online material

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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 material¹. 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.

¹ 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 16 September 2023 and 27 October 2023

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 ²	Category	Number of complaints
BBC News website: Small boats: An asylum seeker's eight-nation trek to sanctuary	10/04/2023	Impartiality	1

² 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 16 September 2023 and 27 October 2023

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 ³	Category	Number of Complaints
BBC News	18/10/2023	Harm and Offence	1
BBC News app	18/09/2023	Reporting Crime and Anti-Social Behaviour	1
BBC News website	10/01/2023	Accuracy	1
BBC News website	20/09/2023	Impartiality	1
BBC News website	23/09/2023	Impartiality	1
BBC News website	24/09/2023	Impartiality	1
BBC News website	24/09/2023	Impartiality	10
BBC News website	02/10/2023	Impartiality	1
BBC News website	07/10/2023	Impartiality	1
BBC News website	07/10/2023	Harm and Offence	1
BBC News website	14/10/2023	Impartiality	1
BBC News website	15/10/2023	Accuracy	1
BBC News website	17/10/2023	Impartiality	1
BBC News website	17/10/2023	Accuracy	1
BBC News website	17/10/2023	Impartiality	1
BBC News website	18/10/2023	Accuracy	1
BBC News website	20/10/2023	Impartiality	1

³ 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 online material	Date ³	Category	Number of Complaints
BBC News website	23/10/2023	Accuracy	1
BBC News website / BBC programming	21/10/2023	Accuracy	1
BBC News website: 1922: The lasting legacy of Irish Civil War executions	01/12/2022	Impartiality	1
BBC News website: Bola Tinubu diploma: No evidence Nigeria's president forged college record	11/10/2023	Accuracy	109
BBC News website: Bola Tinubu diploma: No evidence Nigeria's president forged college record	13/10/2023	Accuracy	1
BBC News website: Brussels shooting: 'Europe shaken' after two Swedes shot dead	17/10/2023	Impartiality	1
BBC News website: Chris Kaba shooting	20/09/2023	Accuracy	1
BBC News website: Family courts: Children forced into contact with fathers accused of abuse	04/09/2023	Impartiality	1
BBC News website: Family courts: Children forced into contact with fathers accused of abuse	04/09/2023	Impartiality	1
BBC News website: Family courts: 'We kidnapped our kids from abusive dads and fled the UK'	12/09/2023	Impartiality	1
BBC News website: Police officers widely misusing body-worn cameras	28/09/2023	Accuracy	1
BBC News website: Ukraine promises 'retribution' as market attack kills 17	07/09/2023	Accuracy	1
BBC News website: Ukraine war: Cannabis in focus for veterans treatment	29/09/2023	Harm and Offence	1
BBC News website: Wethersfield asylum seekers 'on hunger strike' over poor conditions	28/09/2023	Accuracy	1
BBC News website: Will Rishi Sunak prove to be more than a good loser?	02/09/2023	Impartiality	1
BBC News website: Will Rishi Sunak prove to be more than a good loser?	02/09/2023	Impartiality	1

BBC online material	Date³	Category	Number of Complaints
BBC Newsround website: White privilege: What is it and how can it be used to help others?	24/10/2023	Harm and Offence	1

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

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.

BBC online material	Date⁴	Number of complaints
BBC News on X	11/10/2023	1
BBC Twitter	22/09/2023	1
BBC Woman's Hour Twitter page	23/11/2022	1

⁴ 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.