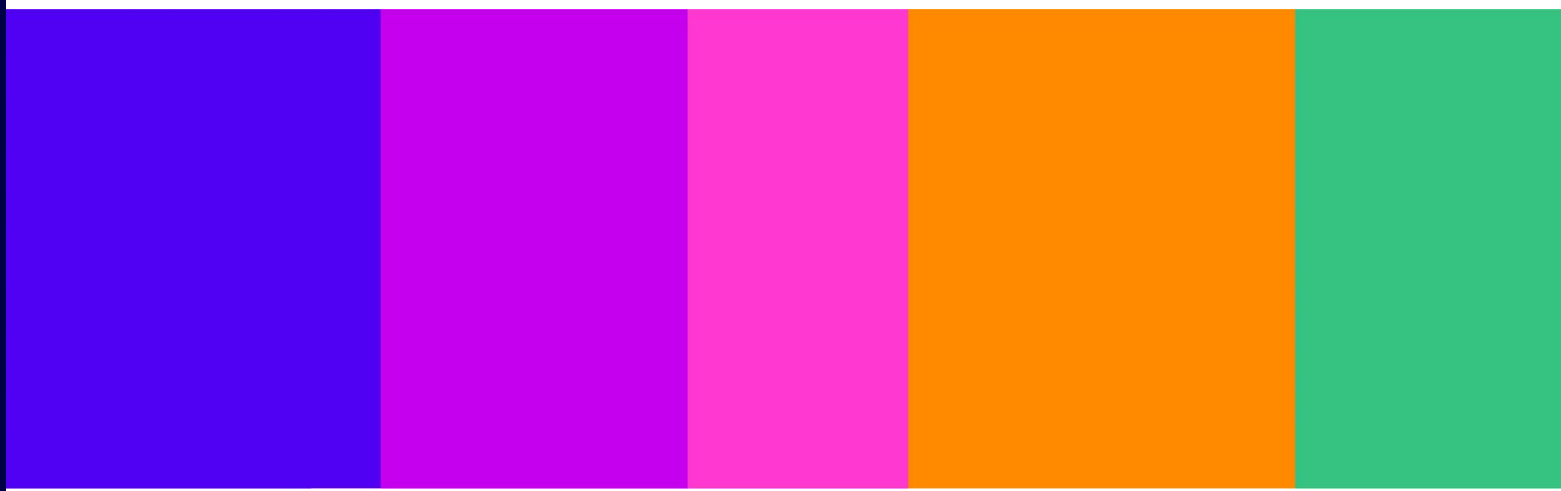


Ofcom Bulletin for complaints about BBC online material

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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 20 July and 13 September 2024

Complaints about BBC online material that were upheld or partially upheld by the BBC

Below is an alphabetical list of complaints closed in this Issue which the BBC already upheld or partially upheld under the BBC First system. After careful assessment, Ofcom considered that these complaints did not raise substantive issues under the relevant BBC editorial guidelines that warranted further consideration by Ofcom.

BBC online material	Date ²	Category	Number of complaints
BBC News website: Julian Assange: A timeline of Wikileaks founder's case	26/06/2024	Accuracy	1
BBC News website: Rishi Sunak sets out plans to tackle 'sick note culture'	19/04/2024	Accuracy	1

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

Complaints about BBC online material that were not upheld by the BBC

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

BBC online material	Date ³	Category	Number of complaints
BBC News website: Swindon female asylum seekers moved with 10 hours' notice	26/10/2023	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.

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	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	Impartiality	1
BBC Sport website: Judges to hear Semenya case before final ruling	14/05/2024	Accuracy	1

BBC First

Complaints closed between 20 July and 13 September 2024

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 ⁴	Category	Number of Complaints
BBC News website: Family of man kicked by police appeal for calm	25/07/2024	Accuracy	1
BBC News app	16/12/2023	Accuracy	1
BBC News website	24/07/2024	Impartiality	1
BBC News website	14/10/2023	Impartiality	1
BBC News website	15/10/2023	Impartiality	1
BBC News website	20/10/2023	Impartiality	1
BBC News website	20/10/2023	Impartiality	1
BBC News website	03/11/2023	Accuracy	1
BBC News website	09/11/2023	Impartiality	1
BBC News website	06/12/2023	Harm and Offence	1
BBC News website	07/02/2024	Accuracy	1
BBC News website	10/02/2024	Impartiality	1
BBC News website	29/02/2024	Accuracy	1
BBC News website	12/03/2024	Impartiality	1
BBC News website	03/05/2024	Impartiality	1
BBC News website	09/06/2024	Impartiality	1
BBC News website	20/06/2024	Impartiality	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.

BBC online material	Date ⁴	Category	Number of Complaints
BBC News website	22/06/2024	Impartiality	1
BBC News website	27/07/2024	Impartiality	1
BBC News website	05/09/2024	Impartiality	1
BBC News website	27/07/2024	Impartiality	1
BBC News website	07/03/2024	Impartiality	1
BBC News website	21/12/2023	Accuracy	1
BBC News website: Girl, 13, admits violent disorder at asylum hotel	13/08/2024	Harm and Offence	1
BBC News website: Refugees in Scotland 'living in fear' following riots	07/08/2024	Accuracy	1
BBC News website: Refugees in Scotland 'living in fear' following riots	09/08/2024	Accuracy	1
BBC News website: Abandoned baby Elsa is third newborn deserted by same parents	04/06/2024	Harm and Offence	1
BBC News website: Ayodhya: Transforming a flashpoint holy city into the 'Hindu Vatican'	16/01/2024	Impartiality	1
BBC News website: Chris Kaba: Family of man shot dead by police wants charging decision	29/09/2023	Impartiality	1
BBC News website: Dutch election: Anti-Islam populist Geert Wilders wins dramatic victory	23/11/2023	Impartiality	1
BBC News website: Families leave Jenin camp in Israel West Bank push	31/08/2024	Impartiality	1
BBC News website: Father says baby twins killed by Israeli strike in Gaza as he registered births	14/08/2024	Impartiality	1
BBC News website: Gaza man with Down's syndrome attacked by IDF dog and left to die, mother tells BBC	16/07/2024	Accuracy	2
BBC News website: Gaza: Long campaign by Israel may follow war	29/06/2024	Impartiality	1
BBC News website: Gazans live off animal feed and prisoners stripped	10/02/2024	Accuracy	1
BBC News website: 'I watch my back': Spike in BBC World Service journalists working in exile	01/05/2024	Accuracy	1
BBC News website: Israel strikes Houthis in Yemen after drone hits Tel Aviv	21/07/2024	Impartiality	1

BBC online material	Date ⁴	Category	Number of Complaints
BBC News website: Israel strikes Southern Gaza city	13/01/2024	Accuracy	1
BBC News website: Israeli Airstrikes on Gaza Civilians	09/09/2024	Impartiality	1
BBC News website: Israeli protesters enter army base after soldiers held over Gaza detainee abuse	29/07/2024	Accuracy	1
BBC News website: Israeli protesters enter army base after soldiers held over Gaza detainee abuse	29/07/2024	Impartiality	5
BBC News website: Israeli Protesters Enter Army Base After Soldiers Held Over Gaza Detainee Abuse / Sexual Violence in War: The Hidden Horror of Israel-Hamas Conflict	01/08/2024	Impartiality	5
BBC News website: JK Rowling: Oxfam sorry for video after 'cartoon JK Rowling' accusation	11/10/2023	Impartiality	1
BBC News website: Man who set fire to asylum seeker hotel handed longest sentence yet for UK riots	06/09/2024	Accuracy	1
BBC News website: Manchester Airport kick video: PC to face criminal investigation	26/07/2024	Impartiality	1
BBC News website: 'On verge of an explosion': Policeman's killing part of spiralling West Bank violence	12/08/2024	Impartiality	1
BBC News website: Palestinian football's 'star defender' among players stuck in Gaza	21/11/2023	Accuracy	1
BBC News website: Palestinians tell of fears for the future as war destroys Gaza	03/01/2024	Impartiality	1
BBC News website: Police filmed stamping on man's head at airport	24/07/2024	Impartiality	1
BBC News website: Ridge Alkonis: The sailor who stoked Japanese resentment against the US	20/02/2024	Accuracy	1
BBC News website: Seven conditions that your local chemist can now treat	31/01/2024	Accuracy	1
BBC News website: Special PC posed as woman to exchange sexual images	28/06/2024	Impartiality	1

BBC online material	Date ⁴	Category	Number of Complaints
BBC News website: Thames Water called to act over Chalfont St Peter flooding	18/02/2024	Impartiality	1
BBC News website: US charges Hamas leaders over 7 October attack on Israel	03/09/2024	Impartiality	1
BBC News Website: US infant killed by wolf-dog hybrid in Alabama	08/12/2023	Accuracy	1
BBC News website: Week 3: BBC correspondents answer your questions on the conflict between Israel and Hamas	23/10/2023	Impartiality	1
BBC News website: What is climate change? A really simple guide	27/12/2023	Accuracy	1
BBC News website: Museum reclassifies Roman emperor as trans woman	21/11/2023	Impartiality	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	Date⁵	Number of complaints
BBC Twitter	01/08/2024	1
BBC Weather website	12/09/2024	1

⁵ 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.