

# Ofcom Bulletin for complaints about BBC online material

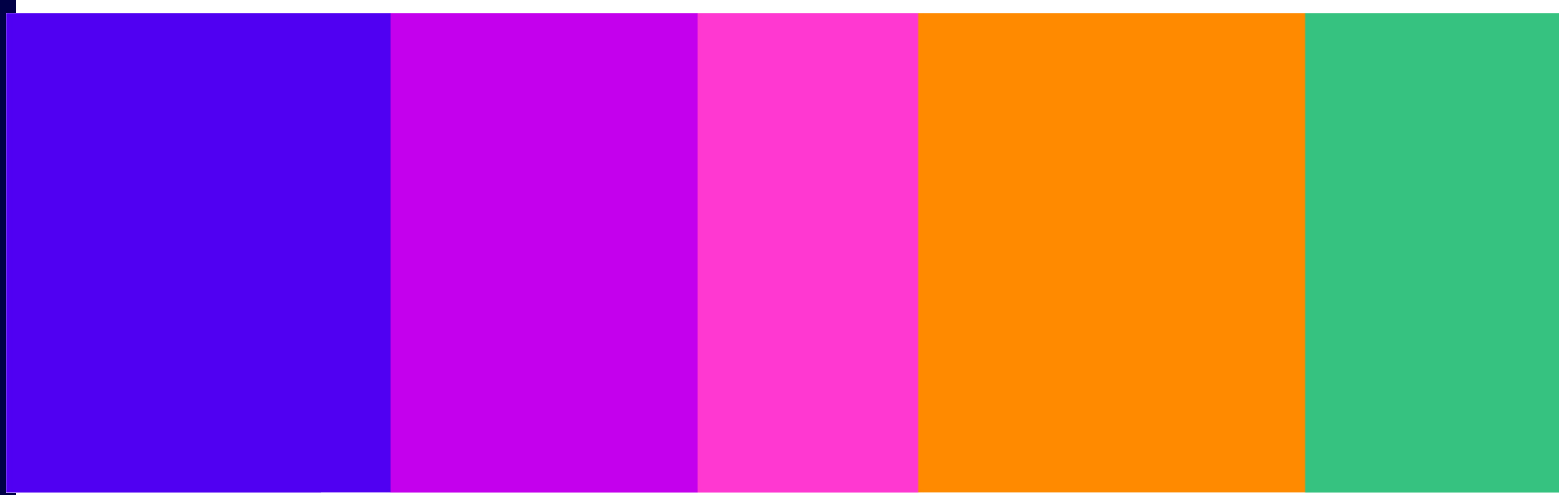
---

Issue number 52<sup>1</sup>

---

<sup>1</sup> This Bulletin was published on 3 November 2025. It was originally scheduled for publication on 19 May 2025 but was published late due to an administrative error.

Published 3 November 2025



# Contents

---

## Section

Introduction .....	3
Complaints assessed, not accepted .....	4
BBC First .....	5
Out of remit complaints.....	8

# 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>2</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.

---

<sup>2</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 8 March and 9 May 2025

---

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

BBC online material	Date <sup>3</sup>	Category	Number of complaints
<b>BBC News website: Gaza war death toll could be significantly higher, researchers say</b>	12/01/2025	Conflicts of Interest	1

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

---

<sup>3</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.

## 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 <sup>4</sup>	Category	Number of complaints
<b>BBC News website: Al-Shifa: What we know about Israel's raid on Gaza's main hospital</b>	15/11/2023	Impartiality	1
<b>BBC News website: Japan: Thousands of dead fish mysteriously wash up on beach</b>	9/12/2023	Accuracy	1
<b>BBC News website: JD Vance abortion buffer zone comments 'dangerous'</b>	15/02/2025	Accuracy	1
<b>BBC News website: Trans woman sentenced to six years for rape</b>	03/10/2024	Accuracy	1
<b>BBC Verify: Analysing videos showing strikes that killed Nasrallah</b>	29/09/2024	Impartiality	1

---

<sup>4</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 8 March and 9 May 2025

### 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>5</sup>	Category	Number of complaints
BBC News app	18/02/2024	Impartiality	1
BBC News app	16/03/2025	Other	1
BBC News app	07/04/2025	Impartiality	1
BBC News app: 'Uneasy calm' in Indian-administered Kashmir a day after tourist killings	25/04/2025	Other	1
BBC News website	28/09/2023	Impartiality	1
BBC News website	03/08/2024	Impartiality	1
BBC News website	20/04/2025	Impartiality	1
BBC News website: "Israel resumes ground operations in Gaza after deadly air strikes"	20/03/2025	Accuracy	1
BBC News website: Amazon forest felled to build road for climate summit	12/03/2025	Accuracy	1
BBC News website: At least 330 killed by Israeli airstrikes on Gaza, Hamas-run ministry says	18/03/2025	Impartiality	1
BBC News website: Bangladesh disappeared: Uncovering a secret jail next to an international airport	15/04/2025	Impartiality	1
BBC News website: Israel kills Hamas official in strike on Gaza hospital	23/03/2025	Impartiality	1

<sup>5</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>5</sup></b>	<b>Category</b>	<b>Number of complaints</b>
<b>BBC News website: What is famine, when is it declared and why are Gaza and Sudan at risk?</b>	20/03/2024	Impartiality	1
<b>BBC website</b>	13/01/2025	Impartiality	1
<b>BBC website</b>	22/04/2025	Impartiality	1
<b>CBeebies website: Inspirational Mums</b>	26/02/2025	Harm and Offence, other	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.

<b>BBC online material</b>	<b>Date<sup>6</sup></b>	<b>Number of complaints</b>
<b>BBC</b>	09/03/2025	1
<b>BBC News website</b>	22/11/2024	1
<b>BBC News website: Have Your Say</b>	11/03/2025	1
<b>BBC Teach: Dyslexia: Make a difference</b>	24/04/2024	1

---

<sup>6</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.