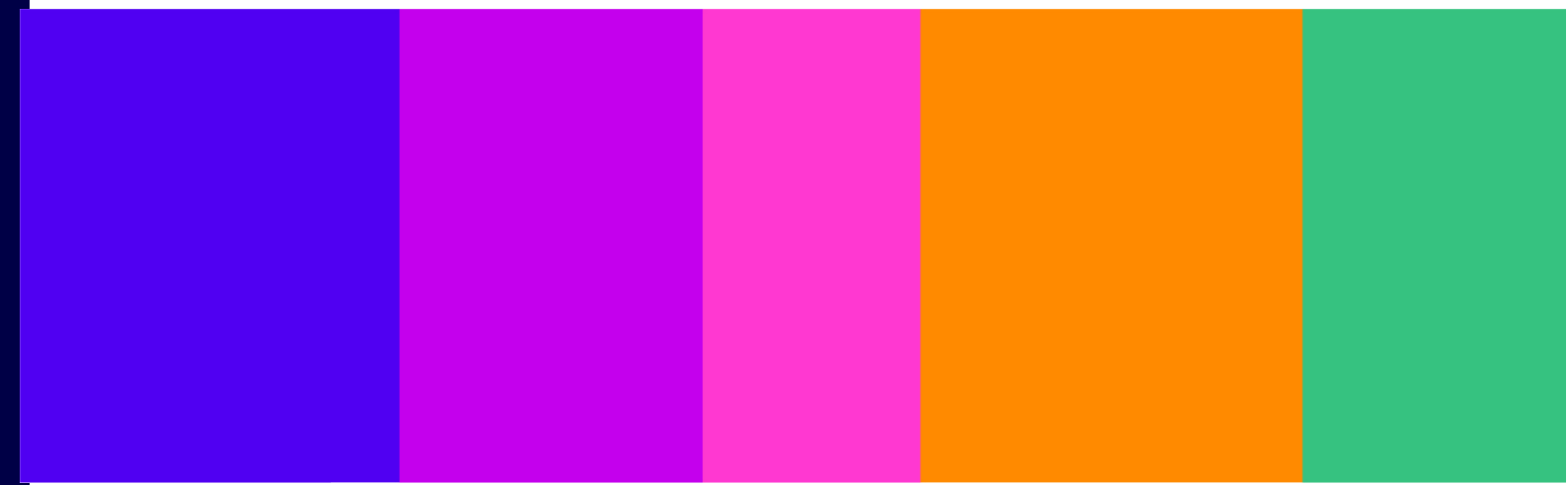


Ofcom Bulletin for complaints about BBC online material

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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 30 August and 24 October 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 ²	Category	Number of complaints
BBC News website: Live Reporting: ICJ orders Israel to prevent genocidal acts in Gaza but not to end war	26/01/2024	Accuracy	1
BBC News website: Spring is 'fastest-warming' season in the UK	05/03/2025	Accuracy	1

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: 'Any excuse to go to pub' culture at crisis-hit cathedral	04/07/2025	Accuracy	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	Date ³	Category	Number of complaints
BBC News website: As Blinken meets European counterparts, diplomats warn of wider war	19/09/2024	Accuracy	1
BBC News website: Brent Council defends decision to twin with Nablus	12/06/2025	Impartiality	1
BBC News website: Conservative MSP Graham Simpson defects to Reform	27/08/2025	Impartiality	1
BBC News website: Electric cars eligible for £3,750 discount announced	28/08/2025	Accuracy	1
BBC News website: GPs split over assisted dying plans, BBC research suggests	14/05/2025	Impartiality	1
BBC News website: How the housing crisis is driving up council tax	15/05/2025	Accuracy	1
BBC News website: Inflation falls to 4.6% as government says pledge met early	15/11/2023	Impartiality	1
BBC News website: Israel denying food to Gaza is 'weapon of war', UN Palestinian refugee agency head tells BBC	13/05/2025	Impartiality	1
BBC News website: Jeremy Bowen: Israel's allies see evidence of war crimes in Gaza mounting up	23/07/2025	Impartiality	1
BBC News website: Tenants may not be able to buy new council homes – Rayner	07/11/2024	Impartiality	1
BBC News website: UN expert calls for companies to stop doing business with Israel	04/07/2025	Impartiality	1
BBC News website: Wife killed husband with samurai sword, court told	21/07/2025	Accuracy	1
BBC News website: Zelensky calls Putin's words 'empty' as Ukraine and Russia trade blame for breaking 'Easter truce'	20/04/2025	Accuracy	1

BBC First

Complaints closed between 30 August and 24 October 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 ⁴	Category	Number of complaints
BBC News website	26/08/2025	Impartiality	3
BBC News website	08/09/2025	Impartiality	1
BBC News website	09/09/2025	Impartiality	1
BBC News website	14/09/2025	Accuracy	1
BBC News website	14/09/2025	Impartiality	1
BBC News website: A decade of small boat migrants – how did it begin?	14/09/2025	Impartiality	1
BBC News website: Dozens of officers injured as up to 150,000 join Tommy Robinson rally	13/09/2025	Accuracy	1
BBC News website: Estonia seeks Nato consultation after Russian jets violate airspace	20/09/2025	Accuracy	1
BBC News website: Former Liverpool boss Beard found hanged – coroner	29/09/2025	Harm and Offence	8
BBC News website: Heart surgeon's failures contributed to multiple deaths	02/10/2025	Accuracy	1
BBC News website: How much does the UK contribute to climate change?	11/09/2025	Accuracy	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: 'I'm angry. It's not right' – locals want asylum hotels shut, but are shared houses the answer?	09/09/2025	Accuracy	1
BBC News website: 'I'm angry. It's not right' – locals want asylum hotels shut, but are shared houses the answer?	09/09/2025	Impartiality	1
BBC News website: Israel-Gaza war	29/08/2025	Impartiality	1
BBC News website: Mason: Reform UK amplifies jitters for Labour and Conservatives	16/09/2025	Impartiality	1
BBC News website: North Korea executing more people for sharing foreign films and TV, UN finds	22/10/2025	Accuracy	1
BBC News website: Online speech laws need to be reviewed after Linehan arrest, says Streeting	03/09/2025	Accuracy	1
BBC News website: Online speech laws need to be reviewed after Linehan arrest, says Streeting	03/09/2025	Harm and Offence	1
BBC News website: Pidcock worries for targets of pro-Palestinian protests	19/09/2025	Accuracy	1
BBC News website: Private schools could face higher Ofsted fees	25/09/2025	Impartiality	1
BBC News website: Reform plans to scrap indefinite leave to remain for migrants	22/09/2025	Impartiality	1
BBC News website: Rushdi Abualouf: My daughters beg for Gaza City return – but our old lives are over	22/10/2023	Accuracy	1
BBC News website: Sister of Christopher Alder on 25-year fight for answers	23/09/2025	Accuracy	1
BBC News website: Starmer considering digital ID scheme to tackle illegal migration	16/09/2025	Accuracy	1
BBC News website: Two in court accused of killing jailed singer Watkins	13/10/2025	Harm and Offence	1
BBC News website: 'Very mixed feelings' – How locals view a nearby asylum seeker hotel	11/09/2025	Harm and Offence	1
BBC News website: What we know about rising autism rates and Trump's unproven Tylenol link	23/09/2025	Accuracy	1

BBC online material	Date⁴	Category	Number of complaints
BBC News website: Wiltshire and Gloucestershire boys' schools 'abuse investigated'	10/06/2015	Accuracy	1
NNC News website: Reform UK's new faces seek to share spotlight with Farage	08/09/2025	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 Bitesize	08/10/2025	1
BBC News Facebook	23/09/2025	1
BBC News website	10/09/2025	1
BBC News website	08/09/2025	1
BBC News website: Seven claims made in new royal book from Brexit to Coronation	03/09/2025	1
BBC Sport website: Have Your Say	14/09/2025	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.