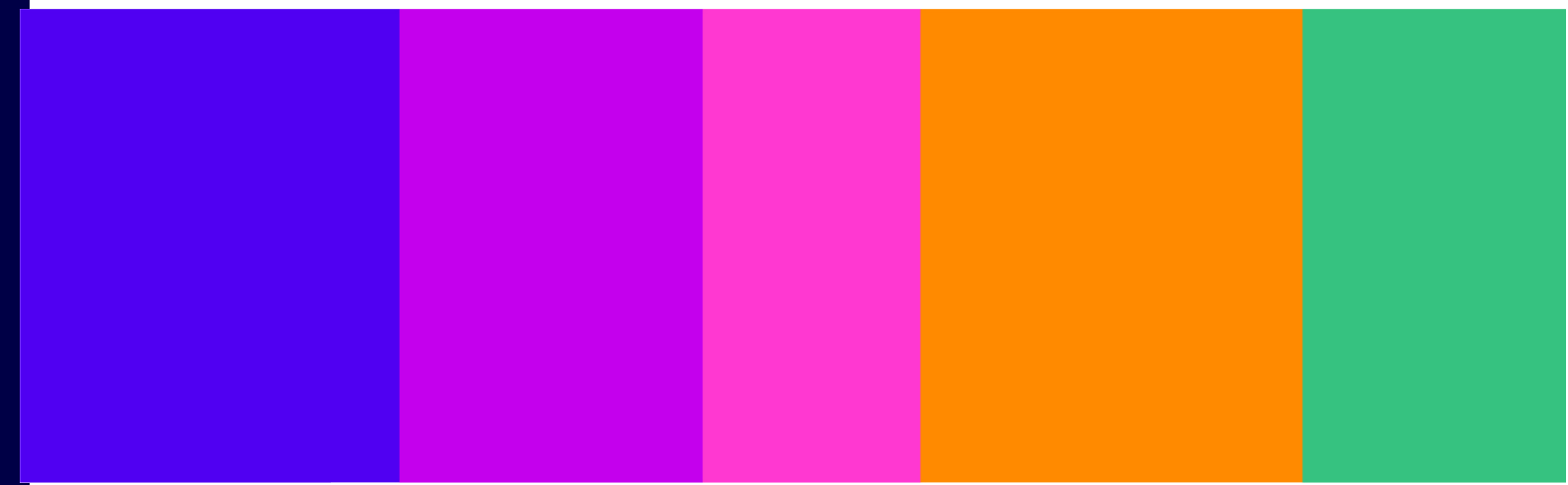




Ofcom Bulletin for complaints about BBC online material

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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 25 October 2025 and 2 January 2026

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

There were no complaints closed in this Issue which the BBC already upheld or partially upheld under the BBC First system.

[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 ²	Category	Number of complaints
BBC News Website: Dozens of officers injured as up to 150,000 join Tommy Robinson rally	13/09/2025	Accuracy	1
BBC News Website: Higgins condemns 'propaganda' against UN over Gaza	11/03/2024	Impartiality	1
BBC News Website: How Trump secured a Gaza breakthrough which eluded Biden	10/10/2025	Accuracy	1
BBC News Website: 'I accepted there could be no return from Gaza'	15/10/2025	Accuracy	1
BBC News Website: Israel committing genocide in Gaza, world's leading experts say	03/09/2025	Accuracy	1
BBC News Website: Jeremy Bowen: Two years on, will Israel and Hamas seize the chance to end the war?	15/10/2025	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 online material	Date ²	Category	Number of complaints
BBC News Website: Lib Dems reject debate on blocking trans women from gender diversity quotas	20/09/2025	Accuracy	1
BBC News Website: Man accused of terror plot 'praised Paris attacks'	16/10/2025	Harm and Offence	1
BBC News Website: Netanyahu calls Palestinian recognition 'disgraceful', as dozens walk out of UN speech	26/09/2025	Impartiality	1
BBC News Website: Plea for help as donkeys suffer in Israel and Gaza	25/09/2025	Impartiality	1
BBC News Website: 'Predatory' woman who incited man to abuse child, 4, jailed	08/01/2024	Accuracy	1
BBC News Website: Recognising Palestinian statehood opens another question – who would lead it?	22/09/2025	Accuracy	1
BBC News Website: Return of bodies marks day of anguish for Israel	20/02/2025	Impartiality	1
BBC News Website: 'Why I cut down hostage ribbons'	14/10/2025	Accuracy	1

BBC First

Complaints closed between 25 October 2025 and 2 January 2026

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 Website	18/11/2024	Accuracy	1
BBC News Website	13/12/2024	Impartiality	1
BBC News Website	13/02/2025	Impartiality	1
BBC News Website	09/03/2025	Accuracy	1
BBC News Website	01/04/2025	Accuracy	1
BBC News Website	05/05/2025	Accuracy	1
BBC News Website	17/09/2025	Impartiality	1
BBC News Website	06/11/2025	Impartiality	1
BBC News Website: "Israel has destroyed more than 1,500 buildings in Gaza since ceasefire"	12/11/2025	Impartiality	1
BBC News Website: Backlash as Reform claims trans books removed from children's library section	04/07/2025	Accuracy	1
BBC News Website: Brothers charged over airport fight with police	20/12/2024	Accuracy	1
BBC News Website: 'Brothers in the forest' – the fight to protect an isolated Amazon tribe	26/10/2025	Harm and Offence	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: Campaigners question ethics of puberty-blocker trial in legal letter to Streeting	11/12/2025	Harm and Offence	1
BBC News Website: From Syrian jihadist leader to rebel politician: How Abu Mohammed al-Jolani reinvented himself	09/12/2024	Impartiality	1
BBC News Website: Gen Z rising? Why young Indians aren't taking to the streets	23/10/2025	Impartiality	1
BBC News Website: How can councils tackle the SEND funding gap?	25/11/2025	Impartiality	1
BBC News Website: HR boss denies saying nurses need trans educating	27/11/2025	Harm and Offence	1
BBC News Website: 'I earn £20,000 and live with my son. The Budget means we will pay more tax'	25/11/2025	Accuracy	1
BBC News Website: India charges Pakistan-based militant groups in Pahalgam attack	18/12/2025	Impartiality	1
BBC News Website: Minister says lawyers missing the point on Palestinian recognition	31/07/2025	Impartiality	1
BBC News Website: Ministers to oversee HS2 build as costs 'spiral'	21/10/2024	Accuracy	1
BBC News Website: Nurse says trans colleague sparked abuse flashback	02/11/2025	Harm and Offence	1
BBC News Website: Online porn showing choking to be made illegal, government says	04/11/2025	Accuracy	1
BBC News Website: Over £1m spent on Scottish ferry staff working in Turkey	24/10/2025	Accuracy	1
BBC News Website: Police data suggests antisemitic attacks are rising	01/10/2025	Impartiality	1
BBC News Website: 'Premium' cars like BMW and Mercedes cut from Motability scheme	23/11/2025	Impartiality	1
BBC News Website: 'We just need peace': BBC speaks to Syrians watching Israel's incursion	16/12/2024	Impartiality	1
BBC News Website: What a UK government led by Reform would really look like	05/11/2025	Impartiality	1
BBC News Website: What you can do about the seven bills going up this week	01/04/2025	Accuracy	1
BBC News Website: Why one small town with very little immigration turned to Reform UK	28/10/2025	Impartiality	1

BBC online material	Date³	Category	Number of complaints
BBC News Website: Why Sandie Peggie ruling could lead to big changes for employers	08/12/2025	Harm and Offence	1
BBC News Website: Wiltshire heroes recognised at Make a Difference awards	23/10/2023	Accuracy	1
BBC Website: Inspirational Mums	02/04/2025	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 Sport Website	20/11/2025	1
BBC Website	15/11/2025	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.