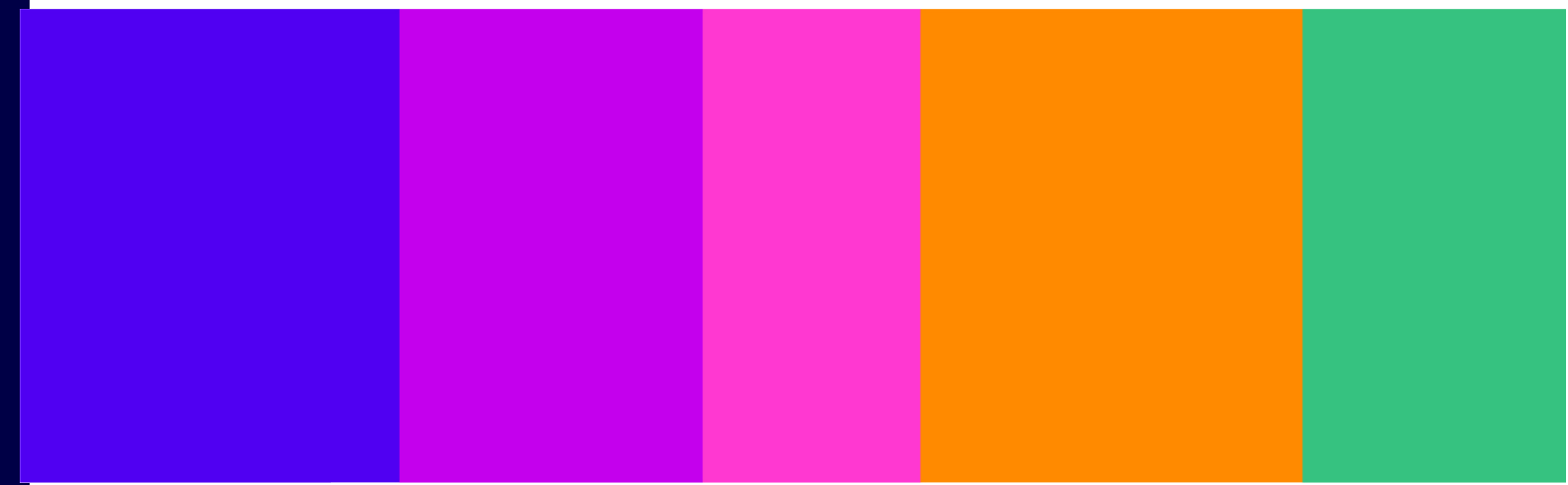


Ofcom Bulletin for complaints about BBC online material

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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 3 January and 27 February 2026

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 iPlayer: Glastonbury Live	28/06/2025	Harm and Offence	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.

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 ³	Category	Number of complaints
BBC News website:			
Why Sandie Peggie ruling could lead to big changes for employers;			
Sandie Peggie says 'I will not give up legal fight' in trans doctor row;	03/01/2026	Harm and Offence	1
'Toilet police' not expected over single-sex space guidance, equality boss says.			
BBC News website: Amnesty accuses Israel of genocide against Palestinians in Gaza	05/12/2024	Impartiality	1
BBC News website: Family court law on parental contact for children to change	22/10/2025	Accuracy	1
BBC News website: Green councillor gives up whip over 'investigation'	19/12/2025	Impartiality	1
BBC News website: High Court hears challenge over single sex toilet guidance	14/11/2025	Impartiality	1
BBC News website: Israel recognises Somaliland as independent state, Netanyahu says	26/12/2025	Accuracy	1
BBC News website: Israel targets senior Hamas official in deadly Gaza strike	13/12/2025	Accuracy	1
BBC News website: Japan's same-sex marriage ban is constitutional, says Tokyo court	07/12/2025	Impartiality	1
BBC News website: Linehan cleared of harassing trans activist but guilty of damaging phone	25/11/2025	Accuracy	5
BBC News website: 'Listen to women' nurses say, after tribunal rules sharing changing room with trans woman 'violated dignity'	16/01/2026	Harm and Offence	1
BBC News website: 'Listen to women' nurses say, after tribunal rules sharing changing room with trans woman 'violated dignity'	16/01/2026	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: More than 70,000 killed in Gaza since Israel offensive began, Hamas-run health ministry says	03/12/2025	Impartiality	1
BBC News website: Review of the Scottish Newspapers	08/09/2025	Impartiality	1
BBC News website: Sandie Peggie launches further legal action against NHS Fife	02/12/2025	Harm and Offence	1
BBC News website: South Africa hits back at US refugee plan to favour white Afrikaners	01/11/2025	Accuracy	1
BBC News website: 'They shouted Jewish, IDF': Israeli football fans describe attack in Amsterdam	08/11/2025	Accuracy	1
BBC News website: Trans girls can no longer join Girlguiding, organisation says	02/12/2025	Harm and Offence	1
BBC News website: Trans girls can no longer join Girlguiding, organisation says / Sandie Peggie launches further legal action against NHS Fife	03/12/2025	Harm and Offence	1
BBC News website: Trans medic used female changing room for years	04/11/2025	Harm and Offence	1
BBC News website: Tribunal says nurse in trans changing room row was harassed by NHS Fife but dismisses other claims	08/12/2025	Harm and Offence	1
BBC News website: UK and US unveil nuclear energy deal ahead of Trump visit	18/09/2025	Accuracy	1
BBC News website: What does trans mean and what is the Cass Review?	13/11/2025	Impartiality	1
BBC News website: What does trans mean and why is there a debate about transgender people's rights?	11/02/2026	Accuracy	1
BBC News: Jeremy Bowen: Syria feels lighter without the Assads' crushing weight – but now there are new problems	08/12/2025	Impartiality	1

BBC First

Complaints closed between 3 January and 27 February 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 ⁴	Category	Number of complaints
BBC Dari	12/01/2026	Impartiality	1
BBC iPlayer: Glastonbury Live	28/06/2025	Harm and Offence	258
BBC News website	27/10/2025	Harm and Offence	1
BBC News website	04/02/2026	Impartiality	1
BBC News website	14/02/2026	Impartiality	1
BBC News website: "Is China the winner in the India-Pakistan conflict?"	21/05/2025	Accuracy	1
BBC News website: "Ukraine upbeat and Russia in no rush at truce talks in Saudi Arabia"	23/03/2025	Accuracy	1
BBC News website: A Kremlin target? Exiled Church man hits back at claims of spying	11/11/2025	Accuracy	1
BBC News website: Bishop calls on Welby to resign over Church abuse scandal	12/11/2024	Accuracy	1
BBC News website: Corbyn and Sultana clash over new party membership	18/09/2025	Impartiality	1
BBC News website: Explaining the farming tax change row	19/11/2024	Impartiality	1
BBC News website: Four killed and five injured in head-on crash	11/01/2026	Harm and Offence	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	Date⁴	Category	Number of complaints
BBC News website: 'I'm not a one-issue voter, but this is huge': Women on how abortion shaped their vote	30/10/2024	Impartiality	1
BBC News website: Palestinians tell BBC they were sexually abused in Israeli prisons	19/12/2025	Impartiality	1
BBC News website: Unacceptable waits for adult gender clinic appointments, review says	18/12/2025	Accuracy	1
BBC News website: Unacceptable waits for adult gender clinic appointments, review says	19/12/2025	Impartiality	1
BBC News website: US immigration agent fatally shoots woman in Minneapolis	08/01/2026	Impartiality	1
BBC News website: Watch: BBC in Tehran sees government's 'political reply' to massive protests	13/02/2026	Impartiality	1
BBC Sport website	04/11/2025	Complaints handling	1
BBC Sport website	15/01/2026	Accuracy	1
BBC website	08/12/2025	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 iPlayer: Glastonbury Live	28/06/2025	7
BBC News app	19/01/2026	1
BBC News website: UK will bolster troops in Norway to counter Russian threat	11/02/2026	1
BBC News website: Israel-Gaza war: Unknown fate of six-year-old Hind Rajab trapped under fire	20/12/2025	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.