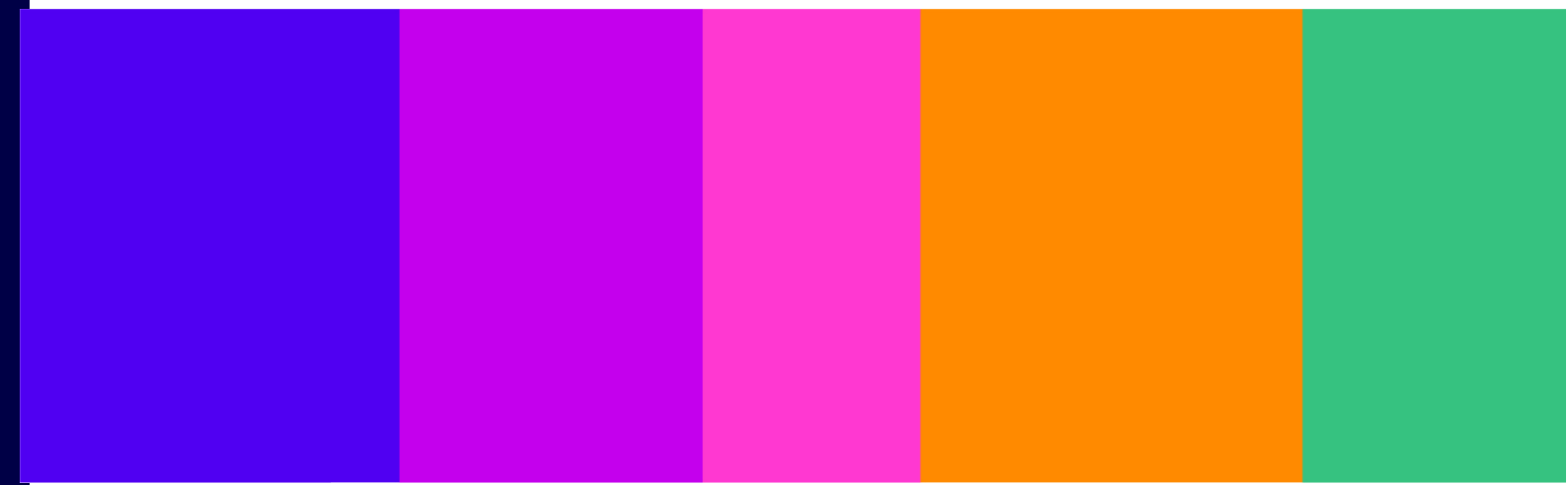


Ofcom Bulletin for complaints about BBC online material

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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 28 February and 1 May 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	08/04/2026	Other	1
BBC News website: Bowen: The Israel-Gaza war is at a crossroads	03/04/2024	Accuracy	1
BBC News website: Children 'weaponised' by both sides of trans debate, Cass says	15/02/2026	Accuracy	1
BBC News website: Chris Mason: Why, in my judgement, Reeves was misleading on one specific point	01/12/2025	Accuracy	1
BBC News website: Company directors banned over £200k Covid loan fraud	30/11/2021	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.

BBC online material	Date ²	Category	Number of complaints
BBC News website: Egyptian dissident should be deported from UK, Tories say / Government to review 'information failures' in British-Egyptian activist case / Starmer regrets welcoming British-Egyptian activist to UK after 'abhorrent' posts came to light	28/12/2025	Impartiality	1
BBC News website: How DR Congo's Tutsis become foreigners in their own country	26/02/2025	Accuracy	1
BBC News website: How US groups are driving a new generation of anti-abortion activism in the UK	16/03/2026	Impartiality	1
BBC News website: Jeremy Bowen: Two years on, will Israel and Hamas seize the chance to end the war?	07/10/2025	Impartiality	1
BBC News website: Market data		Impartiality	1
BBC News website: Nick Robinson: How the simmering row over freedom of speech in the UK reached boiling point	23/09/2025	Accuracy	1
BBC News website: PCSO in court charged with child sex offence	15/11/2025	Accuracy	1
BBC News website: Police to get broader powers to restrict repeated protests	05/10/2025	Impartiality	1
BBC News website: Pryder am ddefnydd cyw iâr o dramor mewn prydau bwyd ysgol (Concern about the use of chicken from abroad in school meals)	27/01/2026	Accuracy	1
BBC News website: The DR Congo rebel leader whose fighters have created turmoil	11/02/2025	Impartiality	1
BBC News website: Trans doctor in changing room row leaves the NHS	15/02/2026	Harm and Offence	1
BBC News website: Trump meets Netanyahu in Florida as focus turns to Middle East issues	29/12/2025	Impartiality	1
BBC News website: Two arrested after police say they will act against intifada chants	17/12/2025	Accuracy	1
BBC News website: Unacceptable waits for adult gender clinic appointments, review says	19/12/2025	Accuracy	1
BBC News website: Why banning of Maccabi fans raises questions about police integrity	15/01/2026	Accuracy	1

BBC online material	Date²	Category	Number of complaints
BBC News website: Why British Jews are experiencing their biggest change in 60 years	21/12/2025	Impartiality	1

BBC First

Complaints closed between 28 February and 1 May 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 History website: Depicting Jesus	12/02/2026	Accuracy	1
BBC News website	21/10/2025	Accuracy	1
BBC News website	10/02/2026	Impartiality	1
BBC News website	06/03/2026	Other	1
BBC News website	13/03/2026	Other	1
BBC News website	14/04/2026	Impartiality	1
BBC News website: Black children eight times more likely to be strip searched by police, report says	21/04/2026	Harm and Offence	1
BBC News website: Ceasefire or no ceasefire, the Middle East's reshuffling is not yet done	10/04/2026	Impartiality	1
BBC News website: Clarkson 'staggered' school dinner chicken from China is cheaper than UK's / Chicken in many school dinners imported from China and Thailand	18/03/2026	Accuracy	1
BBC News website: Former Congolese president sentenced to death for war crimes	01/10/2025	Accuracy	1
BBC News website: Gazan woman flown to Italy dies in hospital	16/08/2025	Accuracy	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: Hamas says it will postpone hostage release, blaming Israel	11/02/2025	Impartiality	1
BBC News website: Harry and Meghan meet Bondi shooting survivors	17/04/2026	Other	1
BBC News website: Iran ready to discuss compromises to reach nuclear deal, minister tells BBC in Tehran	14/02/2026	Impartiality	1
BBC News website: Jeremy Bowen: Israel's allies see evidence of war crimes in Gaza mounting up	22/07/2025	Harm and Offence	1
BBC News website: 'Marry me' and Epstein's 'baby boy' – key Sarah Ferguson revelations in emails	01/02/2026	Accuracy	1
BBC News website: Polanski and Farage don't agree. But they have more in common than you might think	28/02/2026	Accuracy	1
BBC News website: 'Premium' cars like BMW and Mercedes cut from Motability scheme	27/11/2025	Accuracy	1
BBC News website: Private notes and emails reveal inside story of hospital struggle to stop Lucy Letby	19/03/2025	Accuracy	1
BBC News website: Puberty blockers trial paused over concerns from medicines watchdog	20/02/2026	Accuracy	1
BBC News website: 'Respectful' BBC drama on murder of Sarah Everard to air	31/03/2026	Other	1
BBC News website: UK and France extend talks over new small boats deal	31/03/2026	Impartiality	1
BBC News website: Vet prescription fees to be capped at £21	24/03/2026	Impartiality	1
BBC News website: Why independence is still a political dividing line in Scotland	03/03/2026	Impartiality	1
BBC Sport website	11/03/2026	Accuracy	1
BBC Sport website	16/03/2026	Accuracy	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 News website: Have Your Say	09/04/2026	1
BBC Persian website: Women who fought against the Pahlavi regime	20/02/2023	1
BBC website: BBC Young Musician of the Year 2026	12/11/2025	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.