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 material[1]. 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 29 August and 24 October 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: A split in the spectrum? The ongoing battle to define autism	22/08/2026	Impartiality	1
BBC News website: Aberdeen University worker charged over Ann Widdecombe death comments	16/07/2026	Accuracy	1
BBC News website: 'Israeli settlers laid siege to our home': Inside a Palestinian village under weekly attack.	29/07/2026	Accuracy	1
BBC News website: Israeli West Bank settler tells BBC attacks on Palestinians are justified as revenge	02/08/2026	Accuracy	1
BBC News website: Nithyananda's Kailasa: UN to ignore remarks of fugitive India guru's fictional country	18/08/2026	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: Puberty blockers trial paused over concerns from medicines watchdog	21/02/2026	Accuracy	1
BBC News website: Singer duets with pre-transition self	02/06/2026	Impartiality	1
BBC News website: The Indian king who was not allowed to leave Britain	26/07/2026	Accuracy	1
BBC News website: The Nowak murder has lit a match under British politics. This is how we got here	06/06/2026	Accuracy	1
BBC News website: US Supreme Court upholds bans on transgender athletes in female school and college sports	29/06/2026	Accuracy	1
BBC News website: Wiltshire and Gloucestershire boys' schools 'abuse investigated'	10/06/2015	Accuracy	1

BBC First

Complaints closed between 29 August and 24 October 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 Instagram: How UK police let a registered sex offender murder and attack women	10/08/2026	Accuracy	1
BBC News website: Billionaire Man United owner says he has lost confidence in the UK	20/09/2026	Harm and Offence	1
BBC News website: Israel game should not go ahead – Republic of Ireland's Knight	25/09/2026	Impartiality	1
BBC News website: Stock up on food to prepare for extreme weather, minister says	04/09/2026	Harm and Offence	1
BBC News website: What you need to know about the huge donations to Reform UK	14/09/2026	Impartiality	1
BBC website: Deep-fried food banned under new school dinner rules in England	14/09/2026	Harm and Offence	1

More information about how Ofcom assesses complaints about BBC online material.

[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.

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	Date[4]	Number of complaints
All services	08/08/2021	1
BBC News app	02/02/2026	1
BBC News Dari (World Service)	08/09/2026	1
BBC News website: Assisted dying bill 'no hope' of passing unless Lords change approach, warns peer	28/01/2026	1
BBC News website: 'Life being stressful is not an illness' – GPs on mental health over-diagnosis	06/12/2025	1
BBC News website: Martine Croxall broke rules over 'pregnant people' facial expression, BBC says	06/11/2025	1
BBC News website: The Nowak murder has lit a match under British politics. This is how we got here	08/06/2026	1
BBC Sport	01/01/2023	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.

Complaints accepted

Ofcom has considered and accepted a complaint about the following material and is now preparing an Opinion in this case.

BBC online material
BBC News website: Where did fridge-carrying fundraiser's donations go?