Complaints to the BBC

This fortnightly report for the BBC complaints service[1] shows for the periods covered:

- the number of complaints about programmes and those which received more than 100[2] at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)[3];
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 05 – 18 October 2026, BBC Audience Services (Stage 1) received a total of **3,174** complaints about programmes. **6,717** complaints in total were received at Stage 1.

BBC programmes receiving more than 100[2] complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Strictly Come Dancing	BBC One	10/10/26	Unhappy Bethany Antonia's T-Shirt "Protect The Dolls" was blurred out/felt it showed anti-trans bias.	206

96% of all complaints dealt with between 05 – 18 October 2026 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:
http://www.bbc.co.uk/complaints/complaint/

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 16 findings at Stage 2 between 05 – 18 October 2026. Highlighted text links to published findings[4]. Other recently published findings can be found here:
http://www.bbc.co.uk/complaints/comp-reports/ecu/

[1] Full details of the service are in the BBC Complaints Framework and Procedures document.
[2] As defined in the BBC Complaints Framework and Procedures and regulated under Ofcom's Broadcasting Code.
[3] Excluding investigations of online material outside Ofcom's remit.

[4] These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

Programme	Service	Date of Transmission	Issue	Outcome
BBC London News (10.30 pm)	BBC One (London)	08/07/2026	Misleading reference to Chris Kaba	Upheld
Jeremy Vine	Radio 2	21/07/2026	Inaccurate about income tax	Upheld
Title withheld	BBC Three & BBC iPlayer		Infringement of complainant's privacy	Resolved
The JVS Show	Three Counties Radio	06/08/2026	Failure to represent one side of controversy x2	Resolved
Today	Radio 4	04/08/2026	"Racist" remark by presenter	Not upheld
News (1pm)	BBC One	31/07/2026	Inaccuracy about security services	Not upheld
PM	Radio 4	22/06/2026	Biased and misleading view of public finances	Not upheld
South Today	BBC One (South)	23/06/2026	Inappropriate and offensive image	Not upheld
Business Today	Radio 4	30/07/2026	Insufficient information about contributor	Not upheld
Today	Radio 4	20/08/2026	Insufficient information about contributor	Not upheld
Morning Live	BBC One	14/05/2026	Inaccuracy about heat pumps	Not upheld
Radio 1 at Reading & Leeds	BBC iPlayer	30/08/2026	Offensive language applied to politician	Not upheld
Countryfile	BBC One	06/09/2026	Misleading about use of antibiotics	Not upheld
News (8am)	Radio 4	09/09/2026	Inaccuracy about protected characteristics	Not upheld
Today	Radio 4	05/09/2026	Inappropriate questioning of Robert Jenrick MP	Not upheld

81% of complaints (13 out of 16) dealt with between 05 – 18 October 2026 received a response within the target time.