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 19 October - 01 November 2026, BBC Audience Services (Stage 1) received a total of **3,775** complaints about programmes. **6,639** 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**
Sunday with Laura Kuenssberg	BBC One	18/10/26	Failure to provide a 'Palestinian voice' in the interview related to the Green Party's "Zionism is Racism' motion.	744 (after invitations to complain were posted online)
The Graham Norton Show	BBC One	23/10/26	Inappropriate to have Prince William as a guest to promote The Earthshot Prize.	292 (after invitations to complain were posted online)

97% of all complaints dealt with between 19 October - 01 November 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/

[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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 9 findings at Stage 2 between 18 October – 1 November 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/

Programme	Service	Date of Transmission	Issue	Outcome
Panorama: HS2 The Railway Which Blew Billions	BBC One	16/09/2024	Accuracy	Upheld
Across the Red Line	Radio 4	27/07/2026	Offensive views on trans issues	Not upheld
Sunday with Laura Kuenssberg	BBC One	19/07/2026	Misleading about Net Zero	Not upheld
Panorama: Child Maintenance: Parents Under Pressure	BBC One	17/08/2026	Misleading about child maintenance	Not upheld
Politics Live	BBC Two	08/09/2026	Discussion of triple lock should have included pensioner	Not upheld
Big Boss Interview	Radio 4	17/09/2026	Misleading about law in devolved jurisdictions	Not upheld
Question Time	BBC One	24/09/2026	Offensive comments	Not upheld
Newsline	BBC One Northern Ireland	05/10/2025	Offensive slogan	Not upheld
Today	Radio 4	20/04/2026 & 09/09/2026	Inaccuracy about title “Chief Rabbi”	Not upheld

89% of complaints (8 out of 9) dealt with between 18 October – 1 November 2026 received a response within the target time.

[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.