

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² 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 09 – 22 February 2026, BBC Audience Services (Stage 1) received a total of **5,258** complaints about programmes. **9,842** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	19/02/25	Felt the programme was biased in favour of Reform UK due to their inclusion on the panel.	205

95% of all complaints dealt with between 09 – 22 February 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 10 findings at Stage 2 between 09 – 22 February 2026. Highlighted text links to published findings⁴. 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
Broadcasting House	Radio 4	19/10/2025	Inaccuracy about Andrew Mountbatten-Windsor	Not upheld
Newsnight	BBC Two	09/10/2025	Bias against the Government	Not upheld
Breakfast with Greg James	Radio 1	13/11/2025	Inconsistent approach to offensive language	Not upheld
Big Boss Podcast	BBC Sounds		Bias towards tobacco company	Not upheld
News (6.30pm)	BBC One (London)	17/10/2025	Inaccuracies about electric hire bikes	Not upheld
News (6.pm)	Radio 4	26/11/2025	Pro-trans bias x2	Not upheld
Question Time	BBC One	30/10/2025	Pro-Reform bias	Not upheld
I Kissed a Boy	BBC Three	11/05/2025	Objects to inclusion of trans man	Not upheld
Today	Radio 4	22/10/2025	Bias on change to Family Court law	Not upheld

90% of complaints (9 out of 10) dealt with between 09 – 22 February 2026 received a response within the target time.