

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 24 August – 06 September 2026, BBC Audience Services (Stage 1) received a total of **2,926** complaints about programmes. **5,647** 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
Breakfast	BBC One	28/08/26	Irresponsible to broadcast the trailer for Grand Theft Auto 6.	106

93% of all complaints dealt with between 24 August – 06 September 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 12 findings at Stage 2 between 24 August – 06 September 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
Scottish Premiership Football	Radio 5 Live	16/05/2026	Inaccuracy about pitch invasion x2	Upheld
Political Thinking with Nick Robinson	Radio 4	06/06/2026	Inaccuracy about start of Six-Day War	Resolved
Lover, Liar, Predator	BBC Two	13/02/2026	Unfair to complainant	Not upheld
What's Up Docs? Doctors' Notes: Feet	BBC Sounds		Failure to mention women	Not upheld
News Channel	News Channel	07/07/2027	Pro-Reform bias	Not upheld
Rookie Cops	BBC iPlayer		Unfair to complainant	Not upheld
Sunday with Laura Keunssberg	BBC One	07/06/2026	Misdescription of murder weapon	Not upheld
Sunday with Laura Keunssberg	BBC One	07/06/2026	Insufficient explanation of Sikh beliefs	Not upheld
News (6.30am)	Radio 2	28/07/2026	Social media post misattributed to Zack Polanski	Not upheld
BBC News (6pm)	BBC One	11/06/2026	Inaccurate about cause of Belfast unrest	Not upheld
Question Time	BBC One	26/06/2026	False claim about net zero target date	Not upheld

67% of complaints (8 out of 12) dealt with between 24 August – 06 September 2026 received a response within the target time.