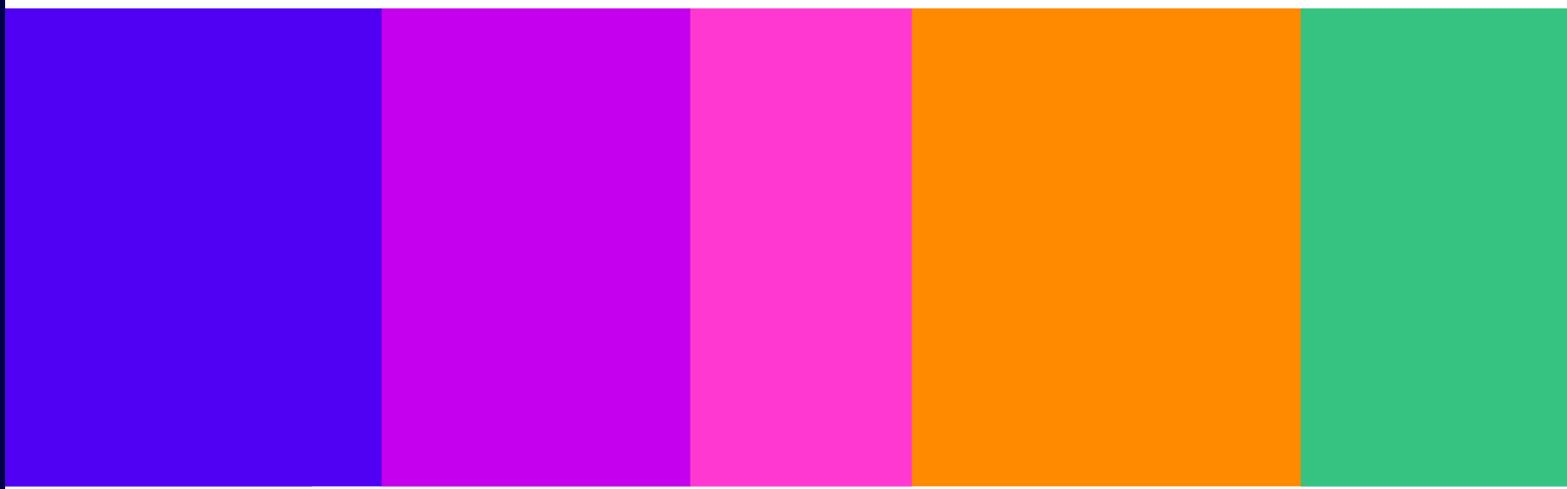


# Ofcom Bulletin for complaints about BBC online material

---

Issue number 47

Published 29 July 2024



# Contents

---

## Section

Introduction .....	3
Complaints assessed, not accepted .....	4
BBC First .....	4
Out of remit complaints.....	10

# 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<sup>1</sup>. 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.

---

<sup>1</sup> 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 25 May and 19 July 2024

---

### 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 <sup>2</sup>	Category	Number of complaints
<b>BBC News Website: Donald Campbell's Bluebird: The battle back to Coniston</b>	20/03/2024	Accuracy	1
<b>BBC News Website: Dutch anti-Islam populist Geert Wilders abandons PM bid</b>	14/03/2024	Impartiality	1
<b>BBC News Website: Gaza starvation could amount to war crime, UN human rights chief tells BBC</b>	01/04/2024	Impartiality	1
<b>BBC News Website: Jeremy Bowen: Iran's attack on Israel offers Netanyahu a lifeline</b>	16/04/2024	Impartiality	1
<b>BBC News Website: PM backs JK Rowling's views on new hate crime law</b>	02/04/2024	Accuracy	1
<b>BBC News Website: Taiwan VP a 'troublemaker' for US visit: Beijing</b>	14/08/2023	Harm and Offence	1

---

<sup>2</sup> 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.

<b>BBC online material</b>	<b>Date<sup>2</sup></b>	<b>Category</b>	<b>Number of complaints</b>
<b>BBC News Website: What does trans mean and what is the Cass Review?</b>	16/05/2024	Impartiality	1

# BBC First

## Complaints closed between 25 May and 19 July 2024

### 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 <sup>3</sup>	Category	Number of Complaints
BBC complaints website	23/05/2024	Complaints handling	1
BBC News app	31/05/2024	Impartiality	1
BBC News Website	01/08/2023	Accuracy	1
BBC News Website	01/01/2024	Impartiality	1
BBC News Website	28/05/2024	Impartiality	1
BBC News Website	31/05/2024	Impartiality	1
BBC News Website	02/06/2024	Accuracy	1
BBC News Website	03/06/2024	Impartiality	1
BBC News Website	06/06/2024	Impartiality	1
BBC News Website	09/06/2024	Accuracy	1
BBC News Website	24/06/2024	Impartiality	1
BBC News Website: At least 14 Hajj pilgrims die in intense heat	17/06/2024	Accuracy	1
BBC News Website: Bot or not: Are fake accounts swaying voters towards Reform UK?	14/06/2024	Impartiality	1
BBC News Website: Changing nature of Covid: Is it just a regular winter bug now?	15/10/2023	Impartiality	1

<sup>3</sup> 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 <sup>3</sup>	Category	Number of Complaints
<b>BBC News Website: Consultants want up to £262 an hour to cover strike days for junior doctors</b>	04/03/2023	Impartiality	1
<b>BBC News Website: Deadly attacks on Dagestan synagogue and churches</b>	24/06/2024	Accuracy	1
<b>BBC News Website: Eat turnips during vegetable shortage, suggests Therese Coffey</b>	23/02/2023	Accuracy	1
<b>BBC News Website: Election - St Helens North</b>	14/06/2024	Impartiality	1
<b>BBC News Website: Election - St Helens North</b>	17/06/2024	Impartiality	1
<b>BBC News Website: France's new PM tilts his cabinet to the right</b>	12/01/2024	Harm and Offence	1
<b>BBC News Website: Gaza man with Down's syndrome attacked by IDF dog and left to die, mother tells BBC</b>	16/07/2024	Accuracy	2
<b>BBC News Website: Gaza man with Down's syndrome attacked by IDF dog and left to die, mother tells BBC</b>	16/07/2024	Harm and Offence	2
<b>BBC News Website: General election 2024</b>	05/06/2024	Impartiality	1
<b>BBC News Website: Hind Rajab, 6, found dead in Gaza days after phone calls for help</b>	10/02/2024	Impartiality	1
<b>BBC News Website: Gaza residents surviving off animal feed and rice as food dwindles</b>			
<b>BBC News Website: Homeless sent out of city to make room for Taylor Swift fans</b>	29/05/2024	Accuracy	1
<b>BBC News Website: I'm confident nothing untoward happened over speeding course, says Suella Braverman</b>	22/05/2023	Impartiality	1
<b>BBC News Website: Israel's army says three hostages' bodies recovered</b>	17/05/2024	Impartiality	1
<b>BBC News Website: Judge Cannon, and the Trump trial going nowhere fast</b>	22/06/2024	Impartiality	1
<b>BBC News Website: Labour wins backing of more than 100 business bosses</b>	28/05/2024	Impartiality	1
<b>BBC News Website: Man jailed for 17 years for historic sex offences</b>		Accuracy	1
<b>BBC News Website: Melissa Barrera: Actress fired from Scream 7 over Israel-Gaza posts</b>	23/11/2023	Impartiality	1

BBC online material	Date <sup>3</sup>	Category	Number of Complaints
BBC News Website: North Korea: Rare footage shows teens sentenced to hard labour over K-drama	08/02/2024	Accuracy	1
BBC News Website: 'Predatory' woman who incited man to abuse child, 4, jailed	11/01/2024	Accuracy	1
BBC News Website: Qatar cautiously optimistic as Israel and Hamas continue ceasefire talks	08/04/2024	Accuracy	1
BBC News Website: Saudi prince slams Hamas, Israel and the West	21/10/2023	Accuracy	1
BBC News Website: Tory candidate was trustee of church that 'endorsed' conversion therapy	02/07/2024	Impartiality	1
BBC News Website: US expects Israel will accept Gaza ceasefire plan if Hamas does	03/06/2024	Accuracy	1
BBC News Website: What does Nigel Farage really want?	15/06/2024	Impartiality	1
BBC News Website: What is Hamas and why is it fighting with Israel in Gaza?			
BBC News Website: Israel Gaza war: History of the conflict explained	13/04/2024	Accuracy	1
BBC News Website: Palestinian territories - Timeline			
BBC News Website: Why high UK energy bills were decades in the making	07/11/2022	Accuracy	1
BBC News Website: Why is extreme weather killing fewer people?	23/05/2023	Accuracy	1
BBC News Website: Why now?' UK teens respond to Tory national service scheme	27/05/2024	Impartiality	1
BBC News Website: Woman, 70, in court over husband's death	31/05/2024	Accuracy	1
BBC News Website: Youth worker loses damages fight after police Tasered him	30/06/2023	Accuracy	1
BBC Scotland News website: Scotland's Newspaper review	17/02/2024	Impartiality	1
BBC Sport Website: "Ten Hag has set out his position, Ratcliffe will soon outline his"	26/05/2024	Harm and Offence	1
BBC Sports app	31/05/2024	Impartiality	1

<b>BBC online material</b>	<b>Date<sup>3</sup></b>	<b>Category</b>	<b>Number of Complaints</b>
<b>BBC Weather</b>	26/05/2024	Other	1

[More information about how Ofcom assesses complaints about BBC online material.](#)

# 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 <sup>4</sup>	Number of complaints
BBC News Website	03/07/2024	1
BBC News Website: Will Sunak’s dubious tax claim stick in voters’ minds?	05/06/2024	1

---

<sup>4</sup> 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.