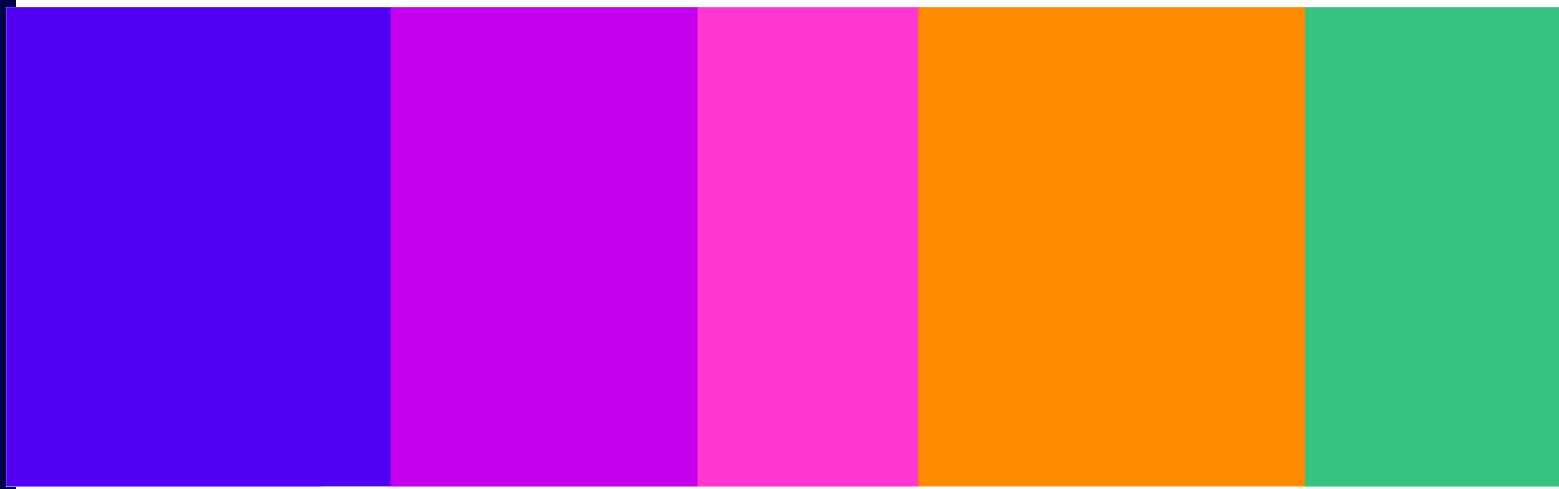


# **Ofcom Bulletin for complaints about BBC online material**

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# 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.

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<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 5 July and 29 August 2025

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### 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 |
|------------------------------------------------------------------------------------------------|-------------------|------------------|----------------------|
| BBC News website: 'A cry from the council estate' - the trans teen drama that pulls no punches | 31/05/2025        | Harm and Offence | 1                    |
| BBC News website: BBC goes inside Al-Shifa hospital with the Israeli army                      | 17/11/2023        | Accuracy         | 1                    |
| BBC News website: Bowen: Sinwar's death is serious blow to Hamas, but not the end of the war   | 17/10/2024        | Impartiality     | 1                    |
| BBC News website: COP29 chief exec filmed promoting fossil fuel deals                          | 08/11/2024        | Privacy          | 1                    |
| BBC News website: Exchange of fire continues amid Trumps's two-week window                     | 20/06/2025        | Impartiality     | 1                    |
| BBC News website: Ex-PCSO accused of trying to make 3D printer gun                             | 10/06/2025        | Accuracy         | 1                    |

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<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.

| BBC online material                                                                                          | Date <sup>2</sup> | Category         | Number of complaints |
|--------------------------------------------------------------------------------------------------------------|-------------------|------------------|----------------------|
| BBC News website: Government launches Steel Council after job losses                                         | 07/01/2025        | Accuracy         | 1                    |
| BBC News website: 'He gets up in the morning and he drums all day'                                           | 12/07/2025        | Harm and Offence | 1                    |
| BBC News website: India police quiz guru Nithyananda over assault claims                                     | 17/06/2025        | Impartiality     | 1                    |
| BBC News website: Is there a genocide of white South Africans as Trump claims?                               | 16/05/2025        | Impartiality     | 1                    |
| BBC News website: Israel Gaza: What Gaza's death toll says about the war                                     | 21/12/2023        | Accuracy         | 1                    |
| BBC News website: Israeli military says 2,500 targets struck since start of ground operations                | 05/11/2023        | Impartiality     | 1                    |
| BBC News website: Israeli strike kills dozens sheltering in Gaza school, officials say                       | 26/05/2025        | Impartiality     | 1                    |
| BBC News website: Labour wins backing of more than 100 business bosses                                       | 30/06/2024        | Impartiality     | 1                    |
| BBC News website: Man admits dangerous driving in police crash                                               | 19/04/2025        | Impartiality     | 1                    |
| BBC News website: More inmates released early to stop prisons running out of space                           | 14/05/2025        | Impartiality     | 1                    |
| BBC News website: Secret Syrian intelligence files show missing US journalist was imprisoned by Assad regime | 02/07/2025        | Accuracy         | 1                    |
| BBC News website: Sirens sound across Israel for second night in row                                         | 15/06/2025        | Accuracy         | 1                    |
| BBC News website: What will anger at sight of gaunt hostages mean for a fragile ceasefire?                   | 09/02/2025        | Accuracy         | 1                    |
| BBC News website: Why has the Gaza ceasefire come to an end?                                                 | 05/12/2023        | Impartiality     | 1                    |
| BBC Sport website: Ombudsman wins at Royal Ascot but Harry's Girl dies                                       | 18/06/2025        | Impartiality     | 1                    |

# BBC First

## Complaints closed between 5 July and 29 August 2025

### 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 News app                                                             | 01/07/2025        | Impartiality     | 1                    |
| BBC News website                                                         | 09/01/2024        | Harm and Offence | 1                    |
| BBC News website                                                         | 29/02/2024        | Impartiality     | 1                    |
| BBC News website                                                         | 01/03/2024        | Impartiality     | 1                    |
| BBC News website                                                         | 03/03/2024        | Impartiality     | 1                    |
| BBC News website                                                         | 28/03/2024        | Impartiality     | 1                    |
| BBC News website                                                         | 01/05/2024        | Impartiality     | 1                    |
| BBC News website                                                         | 14/05/2024        | Accuracy         | 1                    |
| BBC News website                                                         | 31/10/2024        | Impartiality     | 1                    |
| BBC News website                                                         | 10/07/2025        | Impartiality     | 1                    |
| BBC News website                                                         | 28/07/2025        | Accuracy         | 1                    |
| BBC News website                                                         | 29/07/2025        | Impartiality     | 1                    |
| BBC News website                                                         | 03/08/2025        | Impartiality     | 1                    |
| BBC News website                                                         | 09/08/2025        | Harm and Offence | 1                    |
| BBC News website                                                         | 13/08/2025        | Accuracy         | 1                    |
| BBC News website / BBC News app                                          | 07/01/2025        | Accuracy         | 1                    |
| BBC News website: 50 reportedly killed in latest Israeli strikes in Gaza | 16/07/2024        | Accuracy         | 1                    |
| BBC News website: A toxic staffing row is splitting the NHS              | 23/11/2024        | Accuracy         | 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 |
|---------------------------------------------------------------------------------------------------------|-------------------|------------------|----------------------|
| BBC News website: Air strikes hit Beirut as Israel and Hezbollah report clashes near Lebanese border    | 05/10/2024        | Impartiality     | 1                    |
| BBC News website: Assisted dying now accounts for one in 20 Canada deaths                               | 12/12/2024        | Accuracy         | 1                    |
| BBC News website: BBC criticised by 500 media figures for pulling Gaza documentary                      | 26/02/2025        | Accuracy         | 1                    |
| BBC News website: BBC Verify: Fact-checking RFK Jr's views on health policy                             | 16/11/2024        | Impartiality     | 1                    |
| BBC News website: Biden is boosting hydrogen but some are unhappy                                       | 16/10/2023        | Accuracy         | 1                    |
| BBC News website: Bowen: Sinwar's death is serious blow to Hamas, but not the end of the war            | 18/10/2024        | Impartiality     | 1                    |
| BBC News website: Bowen: West left powerless as Israel claims its biggest victory yet against Hezbollah | 27/09/2024        | Impartiality     | 1                    |
| BBC News website: Brothers charged over airport fight with police                                       | 20/12/2024        | Accuracy         | 1                    |
| BBC News website: Car insurance quotes higher in ethnically diverse areas                               | 26/02/2024        | Accuracy         | 1                    |
| BBC News website: Children's clothes laid on beach in Gaza war protest                                  | 10/02/2024        | Accuracy         | 1                    |
| BBC News website: Egyptian man kicks customs dog airborne at Washington DC airport                      | 27/06/2025        | Harm and Offence | 1                    |
| BBC News website: EU laws, migration, energy and security arrests - Tory leadership claims checked      | 03/10/2024        | Accuracy         | 1                    |
| BBC News website: Europe accused of going soft on Azerbaijan to avoid buying Russian gas                | 27/07/2025        | Accuracy         | 1                    |
| BBC News website: If the UK has more renewable energy, why aren't bills coming down?                    | 10/02/2025        | Accuracy         | 1                    |
| BBC News website: 'I'm so tired': Mother of starving Gazan baby speaks to BBC                           | 31/07/2025        | Accuracy         | 1                    |
| BBC News website: Injured, hungry and alone - the Gazan children orphaned by war                        | 31/01/2024        | Impartiality     | 1                    |

| BBC online material                                                                                                                                                                              | Date <sup>3</sup> | Category     | Number of complaints |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------|----------------------|
| BBC News website: Investigating the 'spiritual healers' sexually abusing women                                                                                                                   | 08/08/2023        | Accuracy     | 1                    |
| BBC News website: Iran warns air strike on Syria will not go unanswered                                                                                                                          | 20/01/2024        | Impartiality | 1                    |
| BBC News website: Israel Gaza: Angst grows among young voters over Biden's policy                                                                                                                | 27/12/2023        | Accuracy     | 1                    |
| BBC News website: Israel-Gaza: Locals scramble for cover, some hiding in wardrobes                                                                                                               | 15/12/2023        | Impartiality | 1                    |
| BBC News website: Israeli Arabs torn over judicial reforms protest movement                                                                                                                      | 26/04/2023        | Impartiality | 1                    |
| BBC News website: Israeli Forces kill 67 Palestinians seeking aid in northern Gaza, Hamas-run ministry says.<br>BBC News website: At least 20 killed in crush at US-backed GHF aid site in Gaza. | 16/07/2025        | Impartiality | 1                    |
| BBC News website: Japan: Thousands of dead fish mysteriously wash up on beach                                                                                                                    | 16/12/2023        | Accuracy     | 1                    |
| BBC News website: Jewish settlers set their sights on Gaza beachfront                                                                                                                            | 22/03/2024        | Accuracy     | 1                    |
| BBC News website: Ladakh: The thousands of Indians protesting in freezing cold                                                                                                                   | 24/03/2024        | Impartiality | 1                    |
| BBC News website: Live feed on the Hamas-Israel war                                                                                                                                              | 13/11/2023        | Impartiality | 1                    |
| BBC News website: Live feed on the Hamas-Israel war                                                                                                                                              | 22/11/2023        | Impartiality | 1                    |
| BBC News website: Madrid City Hall apologises over blackface Epiphany videos                                                                                                                     | 05/01/2024        | Accuracy     | 1                    |
| BBC News website: Mass arrests in nationwide US immigration crackdown                                                                                                                            | 09/06/2025        | Impartiality | 1                    |
| BBC News website: Men in court over alleged rape of 12-year-old girl                                                                                                                             | 06/08/2025        | Impartiality | 1                    |
| BBC News website: Minister says lawyers missing the point on Palestinian recognition                                                                                                             | 31/07/2025        | Impartiality | 1                    |
| BBC News website: Minister says lawyers missing the point on Palestinian recognition                                                                                                             | 31/07/2025        | Impartiality | 1                    |
| BBC News website: NHS to offer take-at-home tablet for MS                                                                                                                                        | 13/03/2025        | Accuracy     | 1                    |



| BBC online material                                                                                                         | Date <sup>3</sup> | Category         | Number of complaints |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------|------------------|----------------------|
| BBC News website: North Yorkshire councillor should quit over 'antisemitic' tweets                                          | 19/02/2024        | Impartiality     | 1                    |
| BBC News website: North Yorkshire councillor Pat Marsh quits over 'antisemitic' tweets row                                  |                   |                  |                      |
| BBC News website: Palestinian football's 'star defender' among players stuck in Gaza                                        | 24/11/2023        | Accuracy         | 1                    |
| BBC News website: Poison seller tied to suicide forum tracked down by BBC / How we tracked down the Ukrainian poison seller | 01/03/2024        | Accuracy         | 1                    |
| BBC News website: Police participation in Pride ruled 'unlawful'                                                            | 16/07/2025        | Impartiality     | 1                    |
| BBC News website: Reform candidates' offensive remarks seen by BBC                                                          | 23/06/2024        | Impartiality     | 1                    |
| BBC News website: Relief as Palestinian medical evacuees leave Gaza                                                         | 30/07/2024        | Impartiality     | 1                    |
| BBC News website: Russian jet crashes carrying Ukrainian PoWs - Moscow                                                      | 25/01/2024        | Accuracy         | 1                    |
| BBC News website: Search for missing continues as Texas floods kill 51                                                      | 06/07/2025        | Accuracy         | 1                    |
| BBC News website: Small boats crossings hit 25,000 for the year                                                             | 31/07/2025        | Accuracy         | 1                    |
| BBC News website: Thaksin's return seals grand Thai political bargain                                                       | 23/08/2023        | Impartiality     | 1                    |
| BBC News website: The DR Congo rebel leader whose fighters have created turmoil                                             |                   |                  |                      |
| BBC News website: How DR Congo's Tutsis become foreigners in their own country                                              | 22/02/2025        | Accuracy         | 1                    |
| BBC News website: The Papers                                                                                                | 26/05/2024        | Impartiality     | 1                    |
| BBC News website: Thousands march over riots and deaths in custody                                                          | 26/10/2024        | Impartiality     | 1                    |
| BBC News website: Trans doctor left 'upset and afraid' by nurse                                                             | 21/07/2025        | Harm and Offence | 1                    |
| BBC News website: Trans tribunal nurse accused of wanting to 'post bacon' to mosque                                         | 28/07/2025        | Impartiality     | 1                    |
| BBC News website: Trump to vote against Florida abortion measure after backlash                                             | 31/08/2024        | Accuracy         | 1                    |

| BBC online material                                                                              | Date <sup>3</sup> | Category     | Number of complaints |
|--------------------------------------------------------------------------------------------------|-------------------|--------------|----------------------|
| BBC News website: Trump's tariffs hit China hard before - this time, it's ready                  | 15/02/2025        | Accuracy     | 1                    |
| BBC News website: UN says Gaza becoming a 'graveyard for children', as Israeli strikes intensify | 05/11/2023        | Accuracy     | 1                    |
| BBC News website: Warning issued after 10 pigeons shot in 10 days                                | 24/04/2025        | Accuracy     | 1                    |
| BBC News website: What is assisted dying and how could the law change?                           | 11/11/2024        | Accuracy     | 1                    |
| BBC News website: Why Reform was the other big winner in the Hamilton by-election                | 06/06/2025        | Impartiality | 1                    |
| BBC News: Japan: Thousands of dead fish mysteriously wash up on beach                            | 09/12/2023        | Accuracy     | 1                    |
| BBC Sounds                                                                                       | 12/08/2025        | Impartiality | 1                    |
| BBC Sports website                                                                               | 31/07/2025        | Impartiality | 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                | 08/08/2025        | 1                    |
| BBC News website: Have Your Say | 26/01/2024        | 1                    |
| BBC News website                | 08/08/2025        | 1                    |
| BBC website                     | 14/08/2025        | 1                    |
| BBC website                     | 18/08/2025        | 1                    |

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<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.