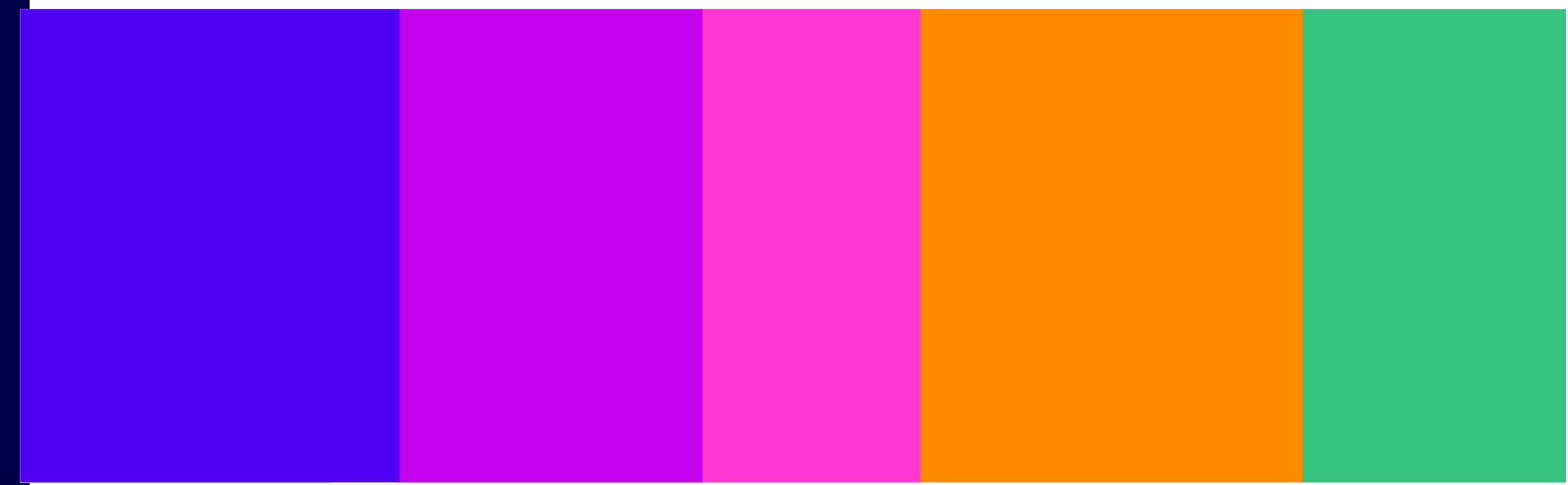


Ofcom Bulletin for complaints about BBC online material

Issue number 50

Published 20 January 2025



Contents

Section

Introduction	3
Complaints assessed, not accepted	4
BBC First	4
Out of remit complaints.....	8

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 material¹. 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.

¹ 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 9 November and 10 January 2025

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 ²	Category	Number of complaints
BBC News website: Bowen: Five new realities after four weeks of Israel-Gaza war	03/11/2023	Impartiality	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: Does eating meat raise the risk of diabetes?	22/08/2024	Harm and Offence	1
BBC News website: Falklands and Gibraltar will stay British, PM says	09/10/2024	Accuracy	1

² 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 ²	Category	Number of complaints
BBC News website: Father says baby twins killed by Israeli strike in Gaza as he registered births	16/08/2024	Accuracy	1
BBC News website: Israel recovers bodies of six Gaza hostages	01/09/2024	Impartiality	1
BBC News website: UK's first drugs consumption room to open in October	21/08/2024	Harm and Offence	1
BBC News website: Delay in opening of UK's first drugs consumption room			

BBC First

Complaints closed between 9 November and 10 January 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 ³	Category	Number of Complaints
BBC Earth website: BBC Earth website: The 'bison skull mountain' photo that reveals the US's dark history	04/12/2024	Impartiality	1
BBC News website	13/06/2024	Impartiality	1
BBC News website	08/11/2024	Impartiality	1
BBC News website	08/11/2024	Impartiality	1
BBC News website	08/11/2024	Impartiality	5
BBC News website	16/11/2024	Impartiality	1
BBC News website	24/11/2024	Impartiality	1
BBC News website	11/12/2024	Impartiality	1
BBC News website: Arrest warrants issued for Netanyahu, Gallant and Hamas commander over alleged war crimes	21/11/2024	Accuracy	1
BBC News website: Offensive tweet councillors reinstated by Scottish Conservatives	17/12/2024	Accuracy	1
BBC News website: Harry and Meghan share photo of their children on Christmas card	18/10/2024	Accuracy	1

³ 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 ³	Category	Number of Complaints
BBC News website: 'I tried to run but he said he'd kill my children' – trafficking victim	31/10/2024	Impartiality	1
BBC News website: Israel-Gaza war	11/09/2024	Accuracy	1
BBC News website: Israeli strike in Gaza humanitarian zone kills 19, Hamas-run health ministry says	06/10/2024	Accuracy	1
BBC News website: Israeli strikes on Gaza mosque and school kill 26, health ministry says	06/10/2024	Impartiality	1
BBC News website: Israeli strikes on Gaza mosque and school kill 26, health ministry says	17/11/2023	Accuracy	1
BBC News website: Israel's borders explained in maps	23/10/2024	Harm and Offence	1
BBC News website: Kaba case traumatising, say black community leaders	26/12/2023	Impartiality	1
BBC News website: Parents and siblings of UK woman killed in Gaza attack	29/12/2024	Impartiality	1
BBC News website: WHO chief 'escaped death narrowly' in Yemen airport attack	18/12/2024	Violence	1
BBC Sports website: Head & Smith brilliance puts Australia in control	04/12/2024	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	Date⁴	Number of complaints
BBC on X (formerly Twitter)	17/12/2024	1
BBC News website	12/12/2023	1

⁴ 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.