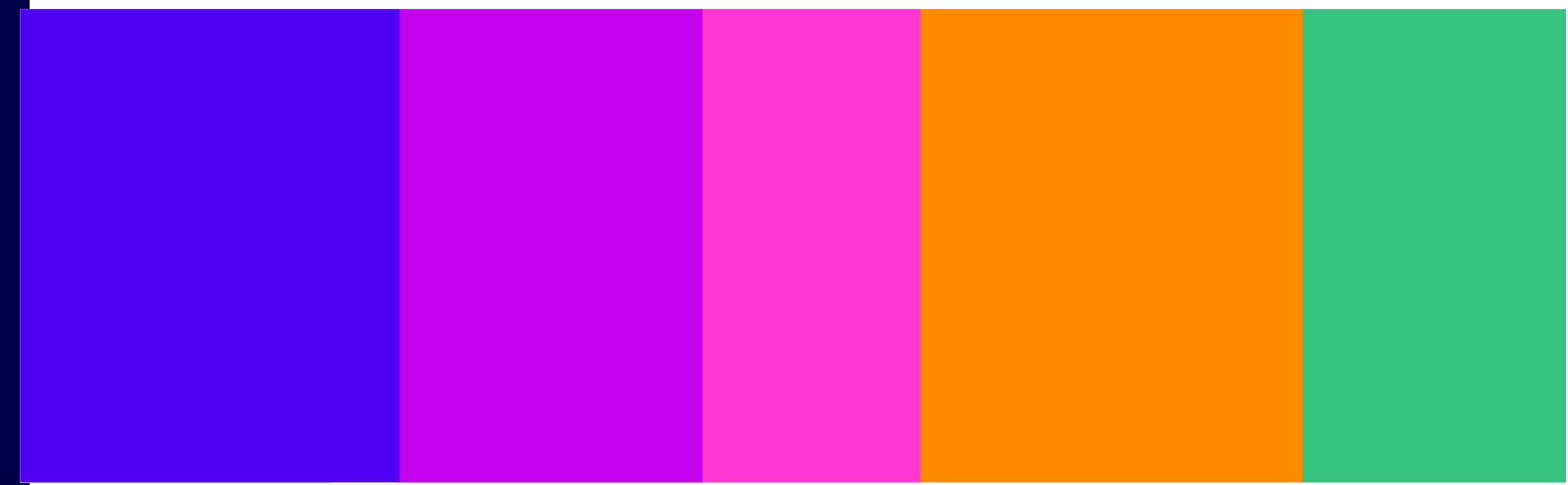


Ofcom Bulletin for complaints about BBC online material

Issue number 51

Published 17 March 2025



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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 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 11 January and 7 March 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	Various	Impartiality	1
BBC News website: Anger and frustration over new national park	28/12/2024	Impartiality	1
BBC News website: Austria far right shunned for coalition despite winning election	22/10/2024	Accuracy	1
BBC News website: Baroness faces suspension over offensive racial remark	13/12/2024	Impartiality	1
BBC News website: Israeli strike in Gaza humanitarian zone kills 19, Hamas-run health ministry says	11/09/2024	Impartiality	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	Date²	Category	Number of complaints
BBC News website: Kaba case traumatising, say black community leaders	23/10/2024	Accuracy	1
BBC News website: Puberty blockers: Can a drug trial solve one of medicine's most controversial debates?	09/12/2024	Impartiality	2
BBC News website: Tata Steel: Unions infighting grows ahead of jobs meeting	19/06/2024	Accuracy	1
BBC News website: Transgender woman wins court case for transfer to female prison	20/01/2024	Accuracy	1
BBC News website: Transgender woman wins court case for transfer to female prison	20/12/2024	Accuracy	3
BBC News website: Village 'heart ripped out' by battery site plans	15/12/2024	Accuracy	1

BBC First

Complaints closed between 11 January and 7 March 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 News app	11/01/2025	Impartiality	1
BBC News app: Trump sides with tech bosses in Maga fight over immigrant visas	28/12/2024	Impartiality	1
BBC News website	07/04/2024	Impartiality	1
BBC News website	12/01/2025	Impartiality	1
BBC News website	17/01/2025	Impartiality	1
BBC News website	02/02/2025	Impartiality	1
BBC News website	11/02/2025	Impartiality	1
BBC News website	14/02/2025	Impartiality	1
BBC News website	17/02/2025	Impartiality	1
BBC News website: "Doctors question science behind blood sugar diet trend"	16/03/2024	Impartiality	1
BBC News website: Analysis – Are renewables really more expensive than fossil fuels?	18/06/2024	Accuracy	1
BBC News website: Analysis – Are renewables really more expensive than fossil fuels?	18/06/2024	Accuracy	1
BBC News website: Australian nurses suspended over 'vile' antisemitic video	12/02/2025	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: Battered but defiant - what will happen to Hezbollah's weapons?	07/02/2025	Impartiality	1
BBC News website: By-elections: Tory gloom deepens after double poll blow	16/02/2024	Impartiality	1
BBC News website: Tories suffer two by-election defeats with big swings to Labour			
BBC News website: Five Gaza journalists killed in Israeli strike targeting armed group	09/01/2025	Impartiality	1
BBC News website: Freed Israeli hostage's British family concerned over gaunt appearance	08/02/2025	Impartiality	1
BBC News website: 'I got death threats when men thought I put feminist gesture in video game'	12/01/2025	Accuracy	1
BBC News website: Israel minister tells army to plan for Palestinians leaving Gaza	06/02/2025	Impartiality	1
BBC News website: Israel's borders explained in maps	18/11/2023	Accuracy	1
BBC News website: JD Vance attacks Europe over free speech and migration	14/02/2025	Impartiality	1
BBC News website: Julian Assange pleads guilty in court on US Pacific Island	25/06/2024	Accuracy	1
BBC News website: Nurse left out of tea round given £41,000 payout	27/02/2025	Harm and Offence	1
BBC News website: Return of bodies marks day of anguish for Israel	20/02/2025	Impartiality	1
BBC News website: Soho Theatre: Jewish theatregoers felt 'unsafe' at Paul Currie comedy show	13/02/2024	Impartiality	1
BBC News website: Student died in fall after cocktail of drugs	07/01/2025	Accuracy	1
BBC News website: Sweden searches for answers after country's deadliest shooting	08/02/2025	Accuracy	1
BBC News website: The far right could make big gains in EU elections. What would that mean?	08/06/2024	Accuracy	1
BBC News website: The Lebanon ceasefire is a respite, not a solution for the Middle East	28/11/2024	Impartiality	1

BBC online material	Date ³	Category	Number of complaints
BBC News website: Transgender doctor denies wanting to 'punish' nurse	13/02/2025	Accuracy	1
BBC News website: Trump proposes the US taking ownership of Gaza Strip	05/02/2025	Impartiality	1
BBC News website: Two-thirds of women experience abuse while running, study finds	23/02/2024	Accuracy	1
BBC News website: WHO appeals for end to attacks on Gaza's hospitals	30/12/2024	Impartiality	1
BBC News website: Who are the Israeli and Thai hostages just released by Hamas?	07/02/2025	Impartiality	1
BBC website: Colleague saved my life, says stabbed teacher	03/02/2025	Violence	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 News website	03/02/2025	1
BBC News website: Have Your Say	04/03/2025	1
BBC Newsnight on X	13/02/2025	1
BBC Scotland X	12/02/2025	1
BBC Sport / News website	13/02/2025	1
BBC Sport website	16/01/2025	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.