
Ofcom Bulletin for complaints about BBC online material

Issue number: 33

Date: 30 August 2022

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](#).

1. Complaints assessed, not accepted

Closed between 2 July 2022 and 19 August 2022

Below is an alphabetical list of complaints which, after careful assessment, Ofcom considered did not raise substantive issues under the relevant BBC editorial guidelines that warranted further consideration by Ofcom.

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

Complaints about BBC online material

BBC online material	Date ²	Category	Number of complaints
BBC News website	21/06/2022	Impartiality	1
BBC News website: Black children over-policed in schools, report says	29/04/2022	Accuracy	1
BBC News website: House prices set to continue rising as supply shrinks	08/07/2021	Impartiality	1
BBC News website: Samrat Prithviraj: Why did a Bollywood film on a popular Hindu king fail?	09/06/2022	Impartiality	1
BBC News website: Why 9 May Victory Day is so important for Russia	10/05/2022	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.

2. BBC First

Complaints closed between 2 July 2022 and 19 August 2022

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.

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

BBC online material	Date ³	Category	Number of Complaints
BBC Motorcycling app	31/05/2022	Impartiality	1
BBC News app	18/07/2022	Accuracy	1
BBC News website	14/07/2022	Impartiality	1
BBC News website	19/07/2022	Other	1
BBC News website	23/07/2022	Other	1
BBC News website	24/07/2022	Privacy	1
BBC News website: Boris Johnson: Why Monmouthshire turned against PM	10/07/2022	Impartiality	1
BBC News website: Child Q: Schoolgirl strip-search not isolated issue, police data suggests	08/08/2022	Impartiality	1
BBC News website: Ipswich tower block residents endure heatwave behind plastic	14/07/2022	Accuracy	1
BBC News website: Israel-Gaza: Ceasefire holds overnight after days of violence	08/08/2022	Accuracy	1
BBC News website: John Legend on abortion rights: 'Government should not be involved'	06/08/2022	Impartiality	1
BBC News website: Leeds election result	06/05/2022	Accuracy	1
BBC News website: Ncuti Gatwa: BBC names actor as next Doctor Who star	08/05/2022	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	Date³	Category	Number of Complaints
BBC News website: New minister Lia Nici repeats Angela Rayner legs slur	10/07/2022	Other	1
BBC News website: Rahul and Sonia Gandhi: What is the National Herald case?	13/06/2022	Impartiality	1
BBC News website: Samrat Prithviraj: Why did a Bollywood film on a popular Hindu king fail?	09/06/2022	Harm and Offence	1
BBC News website: Scots cricket institutionally racist, review finds	23/07/2022	Accuracy	1
BBC News website: 'We're being pressured into sex by some trans women'	26/10/2021	Accuracy	1
BBC News website: 'We're being pressured into sex by some trans women'	02/11/2021	Accuracy	1
BBC News website: Woman suing rape charity over transgender row	28/06/2022	Harm and Offence	1
BBC Scotland website	20/07/2022	Impartiality	1