
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 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 25 March 2023 and 26 May 2023

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: Boy left Bedford nursery on busy road unsupervised - Ofsted	14/10/2022	Accuracy	1
BBC News website: How Trump will try to spin his anticipated arrest?	23/03/2023	Accuracy	1
BBC News website: Man in court charged with mosque fire attacks in Birmingham and London	23/03/2023	Harm and Offence	1
BBC News website: Retired vicar banned over 'virulently antisemitic' posts	30/01/2023	Impartiality	1
BBC News website: Weekly quiz: Who's playing Jacko in a biopic?	02/02/2023	Harm and Offence	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 First

Complaints closed between 25 March 2023 and 26 May 2023

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 Cymru Fyw website: Gwynedd: 'Dim digon' o lety dros dro i'r digartref	23/01/2023	Accuracy	1
BBC News website	21/12/2023	Fairness, Contributors and Consent	1
BBC News website: Al-Aqsa mosque: Violence as Israeli police raid Jerusalem holy site	05/04/2023	Impartiality	1
BBC News website: Benin Bronzes: Nigeria hails 'great day' as London museum signs over looted objects	28/11/2022	Impartiality	1
BBC News website: Haverfordwest: Explosions as 30 firefighters fight garage blaze	23/04/2023	Accuracy	1
BBC News website: Jerusalem Christians say attacks on the rise	16/04/2023	Harm and Offence	1
BBC News website: Jerusalem: Two Israelis killed in car ramming attack	10/02/2023	Impartiality	1
BBC News website: Maia and Rina Dee named as British-Israeli sisters killed in West Bank shooting	08/04/2023	Impartiality	1
BBC News website: NHS strike dates for nurses, junior doctors and ambulance staff	14/03/2023	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: Officers moved from serious crime to clean up Met Police	06/04/2023	Impartiality	1
BBC News website: Online trolling putting women off politics, says union	19/07/2017	Harm and Offence	1
BBC News website: Queen Elizabeth II: Funeral and 10 days of mourning cost government £162m	18/05/2023	Accuracy	1
BBC News website: Swim coach Brian McGuinness accused of bullying gets five-year ban	09/03/2023	Accuracy	1
BBC News website: Swim coach Brian McGuinness accused of bullying gets five-year ban	09/03/2023	Impartiality	1
BBC News website: Swimmers 'ruined' by culture of fat-shaming and bullying	09/03/2023	Impartiality	1
BBC News website: Timothy Schofield found guilty of sexually abusing boy	03/04/2023	Harm and Offence	1
BBC News website: UK to be one of worst performing economies this year, predicts IMF	11/04/2023	Impartiality	1
BBC News website: Unlicensed STI drugs sold online	04/03/2019	Fairness, Contributors and Consent	1
BBC News website: Weekly quiz: Who's playing Jacko in a biopic?	02/02/2023	Harm and Offence	1
BBC News website: Small boats: An asylum seeker's eight-nation trek to sanctuary	09/04/2023	Impartiality	1
BBC Sport website	16/04/2023	Other	1

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

Complaints accepted

Ofcom has considered and accepted a complaint about the following material and is now preparing an Opinion in this case.

BBC online material
BBC news website: Young children exploited on OnlyFans, says US agent