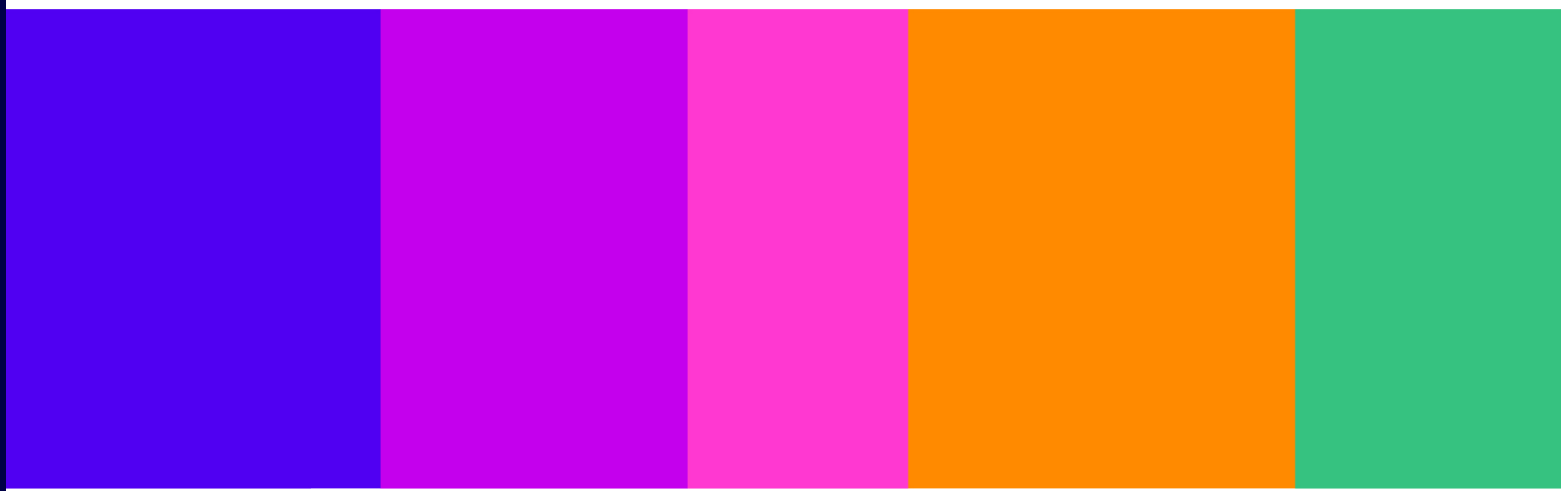


Ofcom Bulletin for complaints about BBC online material

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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 28 October 2023 and 8 December 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: Fossil fuels, renewables and nuclear: The UK's changing energy mix	10/05/2023	Accuracy	1
BBC News website: Joe Biden makes history by joining UAW picket line	26/09/2023	Impartiality	1
BBC Sport website: UCI Cycling World Championships 2023: Tom Pidcock accused of 'crashing out' rival to win medal	11/08/2023	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 First

Complaints closed between 28 October 2023 and 8 December 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 News website	13/07/2022	Impartiality	1
BBC News website	20/01/2023	Impartiality	1
BBC News website	08/10/2023	Impartiality	1
BBC News website	15/10/2023	Impartiality	1
BBC News website	20/10/2023	Accuracy	1
BBC News website	21/10/2023	Impartiality	1
BBC News website	22/10/2023	Impartiality	1
BBC News website	26/10/2023	Impartiality	1
BBC News website	27/10/2023	Accuracy	1
BBC News website	30/10/2023	Impartiality	1
BBC News website	01/11/2023	Impartiality	1
BBC News website	02/11/2023	Impartiality	1
BBC News website	06/11/2023	Impartiality	1
BBC News website	16/11/2023	Impartiality	1
BBC News website	01/12/2023	Impartiality	1
BBC News website: I don't have ADHD, but three private clinics say I do	14/05/2023	Accuracy	1
BBC News website: BBC goes inside Al-Shifa hospital with the Israeli army	17/11/2023	Impartiality	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: Bowen: Ceasefire demands will grow without proof of Hamas HQ at al-Shifa	18/11/2023	Accuracy	1
BBC News website: Bowen: Five new realities after four weeks of Israel-Gaza war	03/11/2023	Impartiality	1
BBC News website: Cost of living forces parents to use dirty nappies, says charity	18/05/2023	Harm and Offence	1
BBC News website: Doctors in Gaza say Israel has told them to evacuate key hospital	27/10/2023	Impartiality	1
BBC News website: Gaza hospital: What video, pictures and other evidence tell us about Al-Ahli hospital blast	20/10/2023	Impartiality	1
BBC News website: Gaza hospitals stopping some services as UN warns fuel runs out tonight	24/10/2023	Accuracy	1
BBC News website: Hamas blindsides Israel with most serious attack in a generation - Jeremy Bowen	09/10/2023	Impartiality	1
BBC News website: Hamas planned sexual violence as weapon of war - Israeli campaigner	04/12/2023	Accuracy	1
BBC News website: Have Your Say	30/10/2023	Complaints handling	1
BBC News website: Hospital blast in Gaza City kills hundreds - health officials	18/10/2023	Accuracy	4
BBC News website: Hundreds feared dead at Gaza hospital as Israel denies strike	16/10/2023	Impartiality	2
BBC News website: Hundreds feared dead at Gaza hospital as Israel denies strike	17/10/2023	Accuracy	1
BBC News website: I don't have ADHD, but three private clinics say I do	15/05/2023	Accuracy	1
BBC News website: Inside Kfar Aza where Hamas militants killed families in their homes	11/10/2023	Impartiality	1
BBC News website: Israel Gaza war: History of the conflict explained	22/10/2023	Impartiality	1

BBC online material	Date ³	Category	Number of Complaints
BBC News website: Israel Gaza: Hamas raped and mutilated women on 7 October, BBC hears	05/12/2023	Accuracy	1
BBC News website: Israel Gaza: Hospitals caught on front line of war			
BBC News website: BBC assesses footage of hostages and tunnels released by Israel	14/11/2023	Impartiality	1
BBC News website: Israel shows Hamas bodycam attack footage to journalists	24/10/2023	Impartiality	1
BBC News website: Israel-Gaza: Londoner loses 42 family members	01/12/2023	Impartiality	11
BBC News Website: Manchester student says 15 relatives have died in Gaza	16/10/2023	Accuracy	1
BBC News website: Pope Francis fires Texan bishop after criticism of reforms	11/11/2023	Accuracy	1
BBC News website: Released Palestinian describes Israeli detention as 'humiliating'	25/11/2023	Accuracy	1
BBC News website: Released Palestinian describes Israeli detention as 'humiliating'	26/11/2023	Accuracy	6
BBC News website: Russell Brand: How the comedian built his YouTube audience on half-truths	22/09/2023	Impartiality	1
BBC News website: Twitter and hate speech: What's the evidence?	13/04/2023	Accuracy	1
BBC News website: Why BBC doesn't call Hamas militants 'terrorists' - John Simpson	12/10/2023	Impartiality	3
BBC News website: Why BBC doesn't call Hamas militants 'terrorists' - John Simpson	17/10/2023	Impartiality	1
BBC News website: Windrush generation recall arrival in Britain	22/06/2023	Harm and Offence	1
BBC Newsround website: White privilege: What is it and how can it be used to help others?	24/10/2023	Harm and Offence	4

BBC online material	Date ³	Category	Number of Complaints
BBC Sport website: Wembley Arch: Criticism of Israel-Gaza response leads Football Association to review tribute lighting	20/10/2023	Harm and Offence	1
n/a	22/11/2023	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 ⁴	Number of complaints
BBC News website	07/10/2023	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.