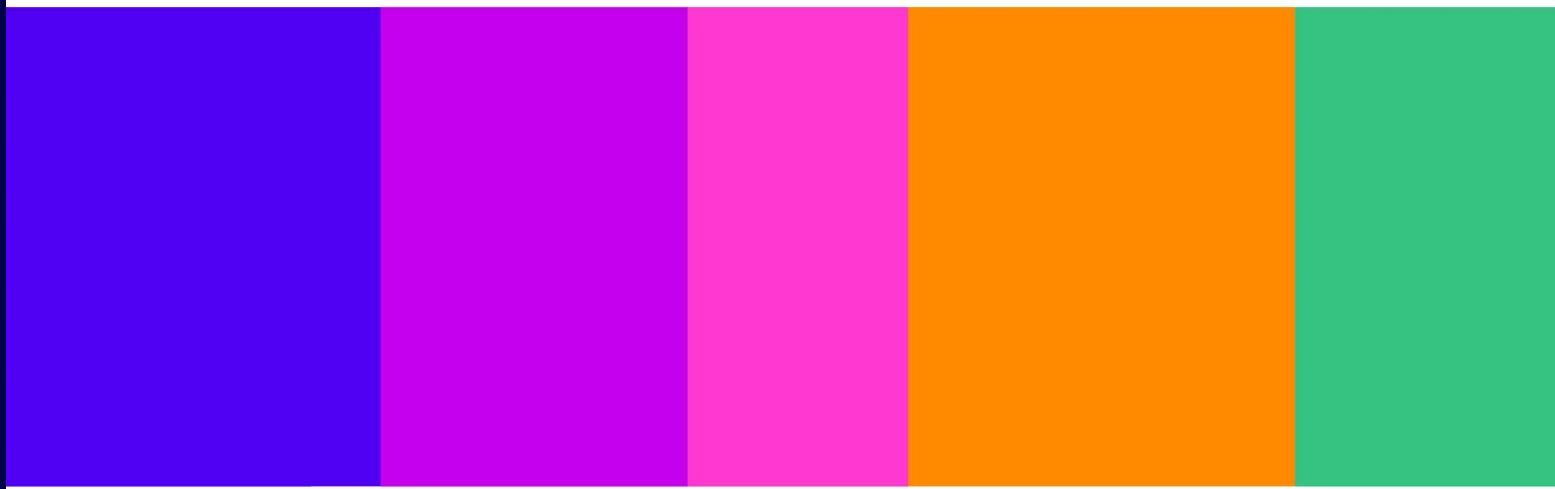


Ofcom Bulletin for complaints about BBC online material

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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 27 January and 29 March 2024

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: "Bristol police pursuit crash injures child on bike"	18/01/2024	Accuracy	1
BBC News website: Hamas officials say at least 20 people killed in Rafah	19/12/2023	Accuracy	1
BBC News website: Inside Kfar Aza where Hamas militants killed families in their homes	11/10/2023	Impartiality	1
BBC News website: Macron calls on Israel to stop killing Gaza's women and babies	11/11/2023	Harm and Offence	1
BBC News website: Police officers widely misusing body-worn cameras	29/09/2023	Accuracy	1
BBC News website: 'Predatory' woman who incited man to abuse child, 4, jailed	08/01/2024	Accuracy	4
BBC News website: Republican debate: What they said (and didn't say) about climate	24/08/2023	Accuracy	1
BBC News Website: Transgender rapist jailed for three years in Guernsey	30/10/2023	Impartiality	1
BBC News website: Vivek Ramaswamy: Eight things Republican presidential candidate believes	24/08/2023	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 27 January and 29 March 2024

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	29/07/2023	Other	1
BBC News website	11/01/2024	Impartiality	1
BBC News website	23/02/2024	Harm and Offence	1
BBC News website	24/02/2024	Other	1
BBC News website	25/02/2024	Other	1
BBC News website	03/03/2024	Impartiality	1
BBC News website	22/03/2024	Harm and Offence	1
BBC News website: "Lee Anderson refuses to rule out joining Reform UK after Sadiq Khan Islamist claims"	26/02/2024	Accuracy	1
BBC News website: Ayodhya Ram Mandir: India PM Modi inaugurates Hindu temple on razed Babri mosque site	23/01/2024	Impartiality	1
BBC News website: Ayodhya Ram Mandir: India PM Modi inaugurates Hindu temple on razed Babri mosque site	23/01/2024	Impartiality	27
BBC News website: Eating less meat 'like taking 8m cars off road'	20/07/2023	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	Date ³	Category	Number of Complaints
BBC News website: Farmers fear support of those with 'hidden agendas'	13/03/2024	Impartiality	1
BBC News website: Farming: Backlash fear for supporting Wales' payment changes	22/02/2024	Impartiality	1
BBC News website: Gaza residents surviving off animal feed and rice as food dwindles	10/02/2024	Impartiality	1
BBC News website: Hind Rajab, 6, found dead in Gaza days after phone calls for help	11/02/2024	Impartiality	1
BBC News website: Hind Rajab, 6, found dead in Gaza days after phone calls for help	11/02/2024	Impartiality	1
BBC News website: Israeli soldier videos from Gaza could breach international law, experts say	09/02/2024	Accuracy	1
BBC News website: London tourist numbers bounce back after Covid	20/10/2023	Impartiality	1
BBC News website: Long Covid forces Harpenden businessman into early retirement	10/07/2023	Accuracy	1
BBC News website: NHS dentist shortages to be tackled with cash incentive	07/02/2024	Impartiality	1
BBC News website: Oliver Dowden declines to say whether Lee Anderson's comments Islamophobic	01/03/2024	Accuracy	1
BBC News website: Police officers widely misusing body-worn cameras	28/09/2023	Accuracy	1
BBC News website: Rishi Sunak targets 'arrogant' Starmer at Tory local election launch	22/03/2024	Impartiality	1
BBC News website: UK foreign aid cuts: Thousands will die as a result, says report	03/08/2023	Accuracy	1
BBC Sport website: F1 2024: A guide to the season – including calendar, sprint races, teams and drivers	08/02/2024	Accuracy	1
BBC Travel website: Sir Lancelot Jones: The Black farmer who inspired a US park	23/06/2023	Harm and Offence	1
BBC website	27/02/2024	Harm and Offence	1
BBC website: How Cisco is bridging the global 'digital divide' to connect the world	14/02/2024	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	Date ⁴	Number of complaints
Twitter and Facebook	03/02/2024	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.