

Reference: 01577257

Information Rights Advisor
information.requests@ofcom.org.uk

3 April 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning News channel complaints. Your request was received on 6 March 2023 and we have considered it under the Freedom of Information Act 2000.

Your request

The number of complaints, both registered and upheld, that Ofcom received in the period between the 13th of June 2021 and the 6th March 2023 for the following news programmes/channels:

BBC One Network News

ITV National News

Channel 4 News

Sky News

GB News'

TalkTV

Please outline the details of what complaints were upheld.

Background and our response

By way of background, Ofcom assesses every complaint it receives. Individual complaints received by Ofcom are assigned to cases, and a case is opened when Ofcom is assessing a specific programme or issue and each case may consist of one or more complaints. Based on an initial assessment of the complaint and a consideration of the related content, Ofcom will consider whether there may have been a breach of the Broadcasting Code (or other Ofcom codes or licence conditions). In cases where Ofcom considers there may have been a breach, it will launch an investigation. The possible outcomes of an investigation are that we judge an issue is **in breach, resolved** or **not in breach** of our rules.

Ofcom's Broadcast and On Demand Bulletin (the 'Bulletin'), published every fortnight on our website, includes decisions about the complaints we have considered. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, and those which, after

careful assessment, Ofcom has decided not to pursue because they did not raise issues warranting investigation. The [Bulletins](#) can be accessed on our website.

For ease of reference, we have summarised the number of complaints received between 13 June 2021 and 6 March 2023 related to the services / programmes you requested, and relevant cases in which complaints were investigated and upheld, below:

	Cases	Complaints	Investigations
BBC 1 Network News	265	309	1 (related to 1 complaint): Breach – BBC News, BBC 1, 26 February 2021
ITV National News	827	1399	n/a
Channel 4 News	189	374	n/a
Sky News	827	1810	1 (related to 590 complaints): Resolved – Sky News, 10 September 2021
GB News	1147	3637	1 (related to 4 complaints) Breach – Mark Steyn, GB News, 21 April 2022
TalkTV (Launched 25 April 2022)	187	435	n/a

Details of the complaints which were upheld in this time period are contained within the linked decisions in the table above.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF