

Reference: 1840006

Information Requests
information.requests@ofcom.org.uk

16 July 2024

Freedom of Information request: Right to know request

Thank you for your request for information about news programme complaints.

We received this request on 18 June 2024 and we have considered your request under the Freedom of Information Act 2000.

Your request

A list of numbers of complaints regarding television news programmes, by station, for 2023 and for 2024 year to date

Our response

Ofcom records and categorises complaints received by reference to the programme name and service on which it is broadcast, rather than the genre of programme. As such, we do not hold information about the number of complaints received regarding news programmes specifically.

In order to respond to your request, we have conducted a search in our records for complaints regarding programmes which contain the word “News” in the title, and can provide the following table showing the number of complaints received for each service (“Complaints”) since 1 January 2023 to date. As we may receive multiple complaints about the same programme or broadcast, we have also provided the number of programmes/broadcasts on each service which were subject to a complaint (“Cases”) during this time period. Please note that these results may include non-news programmes containing the word “News” in the title, and similarly may exclude some news or current affairs programmes which do not contain the word “News” in the programme title.

Service	Complaints	Cases
Aaj Tak	1	1
Al Jazeera Eng	100	76
BBC 1	215	140
BBC 1 Northern Ireland	1	1
BBC 2	172	18
BBC News Channel	278	108
BBC Parliament	1	1

Service	Complaints	Cases
BBC Scotland	1	1
BBC Wales	1	1
BBC World Service	4	4
CBBC	1	1
Channel 4	525	114
Channel 5	11	11
CNN	1	1
Daystar	1	1
Fox News	2	2
GB News	103	93
Geo News	1	1
Hum News	1	1
Iran International	5	5
ITV Wales	1	1
ITV1	550	337
ITV1 Anglia	6	6
ITV1 Central	2	2
ITV1 Channel Television	3	1
ITV1 Granada	3	3
ITV1 London	125	23
ITV1 Meridian	9	9
ITV1 Tyne Tees	2	2
ITV1 Wales	32	5
ITV1 Westcountry	4	4
ITV1 Yorkshire	4	4
JSTV	1	1
NDTV	1	1
Press TV	1	1
Rte 1	1	1
S4C	1	1
Sky News	1159	412

Service	Complaints	Cases
Sky Sports News	1	1
STV	69	26
TalkTV	2	1
TRT World	2	2
UTV	2	2
Zee TV	1	1

We 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

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).