

Reference: 1807471

Information Requests
information.requests@ofcom.org.uk

9 May 2024

Freedom of Information request: Right to know request

Thank you for your request for information about GB News complaints over the last 12 months.

We received this request on 11 April 2024 and we have considered your request under the Freedom of Information Act 2000.

Your request and our response

1. In the last 12 months how many “unique individuals” have made complaints against GBNews channel (for which theirs was the only complaint on the programme ie. a complaint raised by one person not multiple people)

From 12 April 2023 – 11 April 2024, Ofcom has received 1,332 such complaints about GB News.

2. of these complaints how many were investigated.

Seven complaints were referred for investigation; of these, investigations into six of these complaints have concluded and one investigation is still ongoing. 38 complaints are currently undergoing assessment to determine if further investigation is warranted.

3. How many were found to be in breach

Each of the six concluded investigations were found in breach of the Ofcom Broadcasting Code.

4. How many were found NOT to be in breach

None.

5. How many were discontinued

None of the investigations into these accepted complaints were discontinued. However, 1,287 complaints were assessed and not pursued as they did not raise issues warranting investigation.

6. Do you have a serial complainant policy? If so please supply.

Ofcom does not have a policy regarding serial or repeated complaints. We take an independent view on issues raised in a complaint regardless of any particular motivation or co-ordinated campaign by complainants. Ofcom assesses every complaint it receives, and while the volume of complaints may be a consideration in assessing general audience reactions, it is not determinative as to whether Ofcom will proceed to investigate any given case. Rather, it is the particular issues which have been raised by the complainant(s) which are of primary concern in Ofcom’s assessment of a broadcast.

You may find it helpful to know that Ofcom does have a policy regarding unacceptable behaviour, including vexatious complaints or unnecessarily frequent contact, which is published [here](#) (in particular, see paragraph 2.2).

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

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](#).