

Reference: 01814716

Information Requests
information.requests@ofcom.org.uk

4 June 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the top 100 most complained about TV moments from 2017 onwards.

We received this request on 7 May 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“the top 100 most complained about TV moments...from 2017 onwards”

Background

By way of background, Ofcom assesses every complaint it receives. 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.

The volume of complaints received may be a consideration in assessing general audience reactions, but 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 programme.

[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 Bulletin can be accessed on our website.

In addition, Ofcom’s Annual Reports include statistics on broadcasting complaints, cases and sanctions for the period 1 April in one year to 31 March the following year, including total broadcasting investigations recording breaches of the Broadcasting Code (or other Ofcom codes). You can find the full [Annual Reports](#) on our website.

For complaints about BBC broadcasts, a new BBC Royal Charter and Agreement was published in December 2016, which gave Ofcom new regulatory responsibilities for the BBC. Ofcom took up these new responsibilities on 3 April 2017. Under these procedures, Ofcom can normally consider complaints about BBC programmes only where the complainant has already complained to the BBC,

and the BBC has reached a final decision on the complaint. The BBC therefore may receive different numbers of complaints in relation to its broadcasts than those received directly by Ofcom.

Our response

We have searched our records and have produced the table below showing the top 100 broadcasts, for which we have received the most number of complaints, from the year 2017. These entries are listed in order of most to least number of complaints.

Programme	Transmission or Accessed Date	Number of complaints received
Good Morning Britain	08/03/2021	54,595
Britain's Got Talent	05/09/2020	25,021
Love Island	06/08/2021	24,921
Celebrity Big Brother	30/08/2018	21,499
Julia Hartley-Brewer	03/01/2024	17,351
I'm a Celebrity...Get Me Out of Here!	Various 2021	11,603
Dan Wootton Tonight	26/09/2023	8,893
King Charles III: The Coronation	06/05/2023	8,421
Loose Women	29/08/2018	7,911
Celebrities: What's Happened to Your Face?	22/04/2021	7,125
Oprah with Meghan and Harry	08/03/2021	6,494
Love Island	28/07/2021	4,337
Lorraine	06/12/2021	3,834
This Morning	17/01/2020	3,499
Sky News	27/09/2018	3,492
Good Morning Britain	09/03/2021	3,249
Channel 4 News	29/03/2019	2,718
Love Island	01/07/2018	2,649
Good Morning Britain	01/11/2021	2,638
Love Island	17/07/2022	2,630
Celebrity Big Brother	31/08/2018	2,584
Britain's Got Talent	19/09/2020	2,563
Good Morning Britain	17/10/2023	2,391
Jeremy Vine	13/03/2023	2,304
This Morning	18/12/2023	2,269
Britain's Got Talent	10/10/2020	2,253
Good Morning Britain	01/06/2021	2,104
I'm a Celebrity...Get Me Out of Here!	Various 2022	2,035
Good Morning Britain	15/04/2020	2,018
This Morning	26/02/2021	1,941
Breakfast with Kay Burley	23/11/2023	1,887
Lee Anderson's Real World	29/09/2023	1,697
Good Morning Britain	21/01/2020	1,677
Breakfast with Kay Burley	10/10/2023	1,640
Love Island	17/08/2021	1,611
Friday Night Live	21/10/2022	1,553

Programme	Transmission or Accessed Date	Number of complaints received
Love Island	19/07/2022	1,523
Lee Anderson's Real World (pre-transmission)	29/09/2023	1,467
Ant Payne	13/02/2023	1,442
Good Morning Britain	22/04/2020	1,332
Naked Education	04/04/2023	1,285
Celebrity Big Brother	01/09/2018	1,251
Britain's Got Talent	03/10/2020	1,184
Good Morning Britain	28/04/2020	1,177
Love Island	15/07/2021	1,157
Good Morning Britain	05/09/2017	1,142
Celebrity Big Brother	17/08/2018	1,105
Good Morning Britain	26/11/2020	1,070
Press Preview	20/06/2017	1,063
Good Morning Britain	Various 2021	994
Love Island	09/07/2023	994
Good Morning Britain	11/09/2019	958
I'm a Celebrity...Get Me Out of Here!	22/11/2023	932
I'm a Celebrity...Get Me Out of Here!	21/11/2023	918
Love Island	25/07/2023	917
Dispatches: The Truth About Traveller Crime	16/04/2020	903
Change Climate Season (trailer)	Various 2023	884
Points West / BBC News	29/07/2020	871
Steve Allen	18/10/2021	863
Good Morning Britain	15/02/2022	860
Sky News	11/08/2020	858
Gregg Wallace: The British Miracle Meat	24/07/2023	823
The X Factor: Celebrity	30/11/2019	808
ITV Racing: Grand National Festival	15/04/2023	780
Jeremy Vine	24/01/2022	774
Love Island	18/07/2022	769
Piers Morgan Uncensored	11/12/2023	769
Big Brother	31/10/2023	769
This Morning	13/04/2020	764
Love Island	14/06/2019	730
Love Island	16/06/2019	713
FIFA World Cup Final 2022: Argentina v France	18/12/2022	705
Love Island	30/07/2021	696
Running Wild with Bear Grylls	11/04/2021	690
Love Island	05/08/2021	683
This Morning	07/12/2021	668
Britain's Got Talent	01/06/2017	665
I'm a Celebrity...Get Me Out of Here!	13/11/2022	654
Love Island	10/07/2018	637
Black to Front project	10/09/2021	637

Programme	Transmission or Accessed Date	Number of complaints received
Good Morning Britain	16/04/2020	606
Torn Apart: Family Courts Uncovered - Dispatches	20/07/2021	603
Sky News	10/09/2022	599
Sky News	07/08/2018	592
Loose Women	08/03/2021	590
BBC Asian Network's Big Debate	01/03/2021	551
Love Island	12/02/2020	550
People's Forum: The Prime Minister	12/02/2024	548
Love Island	12/01/2020	545
Love Island	12/07/2018	544
Coronation Street	27/10/2017	541
Newsnight	26/05/2020	529
MOTD Live: UEFA Euro 2020 (Denmark v Finland)	12/06/2021	528
All Out Politics	31/10/2019	525
The Last Leg: Locked Down Under	08/05/2020	495
Good Morning Britain	10/03/2021	490
Farage	28/02/2024	472
Love Island	30/06/2023	469
Love Island: Aftersun	17/07/2022	463
Emmerdale	30/11/2020	455

Please note that some of these entries list 'Various' as the date of transmission. The complaints received about the *Climate Change Season* trailer relate to repeated broadcasts of the same item. Other complaints received with 'Various' listed as the date relate to more general complaints about the named series overall, rather than an issue raised in an individual programme.

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](#).