

Reference: 01812556

Information Requests
information.requests@ofcom.org.uk

21 May 2024

Freedom of Information request: Right to know request

Thank you for your request for information about broadcasting complaints and age group of complainants.

We received this request on 24 April 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request and our response

I would like to request information on complaints submitted to Ofcom between April 1st 2023 and March 31st 2024 based on the following categories:

1. How many complaints were submitted about impartiality in this period, including which broadcasters these complaints were made to?

By way of background, complaints about broadcast standards are carefully assessed under Ofcom’s [Broadcasting Code](#) (“the Code”), which sets strict standards for programme content which broadcasters must follow. Decisions about complaints we have received are published on [Ofcom’s Broadcast and On Demand Bulletin](#) (“the Bulletin”).

In this period, we received 9,124 complaints logged against the complaint issue “Due Impartiality”, listed by service as follows.

Service	Record Count
GB News	5,092
ITV1	1,337
Sky News	537
BBC 1	501
BBC channels	278
Channel 4	200
BBC 2	181
Talk TV	136
LBC 97.3 FM	135
BBC News Channel	128
Al Jazeera Eng	81
BBC Parliament	70
Channel 5	51
ITV1 Wales	31

BBC Radio 4	30
GB News / TalkTV	21
BBC 1 / BBC News Channel	20
BBC 3	19
BBC 1 London	18
Sky News Live stream	18
STV	16
Sky Sports Main Event / Sky Sports Football	15
Various	13
ITV1 London	10
BBC	7
BBC iPlayer	7
Times Radio	7
Sky Sports Main Event	6
BBC News	5
BBC Radio 5 Live	5
Radio X	5
Talksport	5
BBC Radio 2	4
ITV1 Meridian	4
UTV	4
TNT Sports 1	4
YouTube	4
BBC Scotland	3
n/a	3
Talk Radio	3
X	3
BBC 1 / BBC Radio 4	3
Greatest Hits Radio	3
ITV1 Westcountry	3
TRT World	3
BBC Radio Scotland	2
BBC Sounds	2
BBC World Service	2
BT Sport 1	2
Classic FM	2
Clyde 1	2
Fever FM	2
GB News website	2
ITV1 Tyne Tees	2
ITV4	2
Politics Punjab	2
S4C	2

Sky Sports News	2
Virgin Radio UK	2
BBC Red Button	2
1BTN	1
Aaj Tak	1
Absolute Country	1
Absolute Radio	1
BBC 1 / BBC 2	1
BBC 1 / BBC 2 / BBC News Channel	1
BBC 1 / BBC Radio 2	1
BBC 1 Northern Ireland	1
BBC 1 Scotland	1
BBC 6 Music	1
BBC channels / BBC News website	1
BBC iPlayer / BBC 1	1
BBC News Channel / BBC 2	1
BBC News channels	1
BBC Radio	1
BBC Radio 1	1
BBC Radio Norfolk (BBC Sounds)	1
BBC Radio Ulster	1
BBC Wales	1
BBC World	1
Belfast 89 FM	1
Bro Radio	1
BT Sport 3	1
Channel 4 News	1
Classic FM website	1
CNN	1
Cool FM / Downtown Radio	1
Daystar	1
E4	1
GB News on X	1
Global Radio stations	1
God TV	1
Gold Radio	1
Greatest Hits Radio (Teesside)	1
HBO	1
Heart FM	1
ITV1 Anglia	1
ITV1 Channel Television	1
ITV1 Granada	1
ITV2	1
ITV News website	1

Jazz FM	1
LBC News	1
Made In Bristol	1
Magic Chilled	1
Magic Radio	1
Original 106	1
Panjab Broadcasting Channel	1
Planet Rock	1
Press TV	1
Radio Clyde	1
Radio Forth	1
Rte 1	1
Scala Radio	1
Sky News app	1
Sky News app and website	1
Sky News website	1
Sky Sports website	1
Talk Birmingham	1
TalkLeeds	1
TalkTV / Talk Radio	1
The God Channel	1
Twitter	1
U105	1
Various channels	1

2. A breakdown of the age groups that submitted complaints on any subject to Ofcom within this period.

Ofcom does not record the age of complainants, therefore we do not hold this information.

3. How many complaints were submitted overall in this period, including what category of issue they were complaining about.

In this period, we received 87,008 complaints in total, listed by complaint issue as follows:

Complaint issue	Number of complaints
Advertising content	318
Advertising minutage	38
Advertising placement	15
Advertising/editorial distinction	5
Animal welfare	916
Appeals for funds	8
Charity appeals	1
Commercial communications on radio	22
Competitions	108
Complaints handling	5
Crime and disorder	506
Cross/self promotions	1

Dangerous behaviour	583
Drugs, smoking, solvents or alcohol	46
Due accuracy	2620
Due impartiality/bias	9124
Elections/Referendums	53
Exorcism, the occult and the paranormal	9
Fairness	3
Flashing images/risk to viewers who have PSE	8
Age discrimination/offence	39
Disability discrimination/offence	209
Gender discrimination/offence	9123
Information/Warnings	5
Materially misleading	5347
Race discrimination/offence	11820
Religious/Beliefs discrimination/offence	195
Sexual orientation discrimination/offence	107
Transgender discrimination/offence	245
Generally accepted standards	41478
Harm	33
Hatred and abuse	51
Hypnotic and other techniques	2
Nudity	1681
Offensive language	471
Other	357
Outside of remit	98
Participation TV - Gambling	1
Participation TV - Harm	3
Participation TV - Offence	14
Participation TV	4
Participation TV - Protection of under 18s	6
Political advertising	7
Privacy	8
Product placement	7
Promotion of products/services	26
Scheduling	391
Sexual material	138
Sponsorship	17
Sponsorship credits	20
Suicide and self harm	9
Teleshopping	20
Under 18s in programmes	32
Undue prominence	15
Violence	365
Voting	275

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](#).