

Reference: 01976669

Information Requests
information.requests@ofcom.org.uk

22 April 2025

Freedom of Information request: Right to know request

Thank you for your request for information about broadcast complaints and fines.

We received this request on 24 March 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

I am writing to request detailed information regarding the number complaints filed by members of the public, investigations carried forward and the value of fines and/or financial penalties imposed by Ofcom on a number of UK-based mainstream broadcasting channels over the past five years.

Specifically, I would like the information to include the following broadcasters: GB News; LBC; BBC (including BBC News and BBC Radio); ITV (including ITV News); Channel 4 (including Channel 4 News); Channel 5; TalkTV; Sky News.

For the period from January 1, 2020 to the present, please provide:

- 1. The total number of complaints made by members of the public to Ofcom for each broadcaster.*
- 2. The number of complaints that were carried forward for formal investigation by Ofcom for each broadcaster.*
- 3. The number of investigations that resulted in Ofcom finding a breach of the Broadcasting Code for each broadcaster.*
- 4. The number of breaches that resulted in a financial penalty or fine for each broadcaster.*

Our response

By way of background, complaints about broadcast standards are carefully assessed under Ofcom's Broadcasting Code ("the Code") which sets standards for programme content that all Ofcom licensees must follow. 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. In line with our published complaints [procedures](#), we review every complaint we receive to consider whether it raises potentially substantive issues under the Code which warrant investigation by Ofcom. If we consider that these standards may have been breached, we will investigate. You can find decisions about complaints we have considered in [Ofcom's Broadcast and On Demand Bulletin](#), published every fortnight on our website.

For complaints about the BBC, under the BBC procedures Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC, and the BBC has reached its final decision.

Turning to your request, please find the information you have requested below, which covers complaints we have received from 1 January 2020 to 1 April 2025 in relation to the broadcasters listed in your request. Please note that as GB News started broadcasting in June 2021, the figures in relation to this service are from the date of its launch.

	Total complaints (cases)	Investigations	Breaches	Sanctions
GB News	25,947 (4,058)	10	8	1
LBC	50,80 (2,454)	4	2	0
BBC	15,531 (9,966)	4	2	0
ITV	243,772 (65,155)	8	2	0
Channel 4	26,245 (9,017)	5	3	0
Channel 5	17,061 (3,009)	6	4	0
TalkTV	20,942 (882)	4	1	0
Sky News	15,782 (7,682)	12	4	0

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](#).