

Reference: 01975202

Information Requests
information.requests@ofcom.org.uk

9 April 2025

Freedom of Information request: Right to know request

Thank you for your request for information about transphobia and transphobic content complaints.

We received this request on 19 March 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

Can you provide me with the number of complaints received around the issue of transphobia and transphobic content broken down by year or month and the outlet the complaints were made about (GBnews, TalkTV, LBC etc...) starting from January 2020. If it is not possible to provide this time range because it goes over the permitted timescales for FOI requests please provide a date range that is acceptable.

...If for whatever reason this is still not possible please provide an explanation for the inability to complete the request and provide the data requested categorised by the most relevant categories.

Our response

By way of background, Ofcom publishes decisions about complaints we have received in the [Broadcast and On Demand Bulletin](#) (“the Bulletin”) every fortnight on our website. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, those which Ofcom has decided not to pursue because they did not raise issues warranting investigation, and those which fall outside Ofcom’s remit (e.g. under the BBC’s Charter and Agreement set by Parliament, complaints about BBC programmes are considered under a system of “BBC First”, whereby a viewer or listener must normally complain to the BBC in the first instance and complete the BBC’s complaints process before complaining to Ofcom).

Ofcom assesses every complaint it receives, and while a complaint may provide contextual background to a programme, when Ofcom is conducting an initial assessment or investigation, it reaches its own view as to whether there may have been, and then whether there has been, a breach of the [Ofcom Broadcasting Code](#) (“the Code”).

We log all complaints we receive on our complaints database, and they are categorised by which rules in the Code may have been breached.

Turning to your request, the information you have requested is available in our [Bulletins](#). From the Bulletin landing page, when navigating to either “Look at past decisions” or any of the various sections listed under the “Complaints assessed, not pursued” option, you can filter by issue, and select “Transgender discrimination / offence” which will focus on complaints considered against that area of the Code. This search provides information about relevant complaints received and investigations conducted from 1 January 2020 to date.

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](#).