

Reference: 2006967

Information Requests
information.requests@ofcom.org.uk

1 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Jeremy Kyle show historic complaints.

We received this request on 4 June 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and response

I was hoping to get a breakdown of the total number of complaints against the Jeremy Kyle show from its initial broadcast in July 2005 up until it's cancellation. I found that there has been information provided for top gear here

<https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/foi/2024/february/bbc-complaints-and-top-gear-complaints-since-2002?v=330914>
but was unable to locate a similar document for Jeremy Kyle.

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.

Since the previous request you cited, a five-year retention period has been applied to assessment cases on Ofcom's complaints database, although we do retain data for investigation cases.

We therefore do not hold details of assessment cases as all episodes of the Jeremy Kyle show fall outside of the scope of our retention period. However, for ease of reference, we have provided a table of investigations from data we have on record, including the bulletin issue where each case was published to enable you to view full details of each decision. The Broadcast and On Demand Bulletins are available [here](#), but decisions pre-2020 appear in the section titled Broadcast and On Demand Bulletin (pre-January 2020) at the bottom of that page.

Programme	Service	Transmission	Issues	Outcomes	Bulletin Number
The Jeremy Kyle Show	ITV	20/03/2008	Offensive language	Breach	113
The Jeremy Kyle Show	ITV	26/11/2009	Offensive language	Breach	128
The Jeremy Kyle Show	ITV	02/07/2009	Offensive language	Breach	141
The Jeremy Kyle Show	ITV	02/09/2013	Generally accepted standards	Breach	252
The Jeremy Kyle Show	ITV	04/11/2014	Offensive language	Resolved	271
The Jeremy Kyle Show	ITV	03/02/2015	Generally accepted standards	Not in Breach	280
The Jeremy Kyle Show	ITV	01/02/2015	Materially misleading	Not in Breach	277
The Jeremy Kyle Show	ITV	09/09/2015	Scheduling	Not in Breach	293
The Jeremy Kyle Show	ITV	18/01/2016	Offensive language	Resolved	301
The Jeremy Kyle Show	ITV	23/09/2013	Under 18s in programmes	Breach	251
The Jeremy Kyle Show	ITV	07/09/2011	Offensive language	Not in Breach	196
The Jeremy Kyle Show	ITV	27/03/2016	Scheduling	Breach	311
The Jeremy Kyle Show	ITV	22/05/2017	Offensive language	Not in Breach	331
The Jeremy Kyle Show	ITV	27/06/2017	Generally accepted standards	Not in Breach	336

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](#).