

Reference: 02015017

Information Requests
information.requests@ofcom.org.uk

24 June 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning BBC *Doctor Who* complaints (Jan 2023 – June 2025).

We received this request on 16 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I would like to request the following information regarding viewer complaints received by Ofcom about the BBC television programme Doctor Who, from 1st January 2023 to 10th June 2025:

- 1. The total number of complaints submitted to Ofcom relating to Doctor Who within this period.*
- 2. A breakdown of the general nature or categories of those complaints, if recorded — for example:*
 - *Inappropriate or offensive content*
 - *Perceived political bias*
 - *Inaccuracy or factual issues*
 - *Language or tone*
 - *Any other broad categories used by Ofcom*
- 3. Whether any of these complaints were upheld, investigated further, or resulted in formal action or recommendations.*

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.

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 Ofcom can usually consider a complaint.

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

The information you have requested is published in our Broadcast Bulletins, however, to be helpful we have provided it in a table below.

Programme	Service	Transmission Date	Issues	Number of complaints	Outcomes
Doctor Who	BBC 1	23/10/2022	Generally accepted standards	2	Refer to BBC
Doctor Who	BBC 1	23/10/2022	Other	1	Refer to BBC
Doctor Who Unleashed	BBC iPlayer	17/11/2023	Disability discrimination/offence	1	Refer to BBC
Doctor Who	BBC 1	17/11/2023	Generally accepted standards	1	Refer to BBC
Doctor Who	BBC 1	25/11/2023	Gender discrimination/offence	1	Refer to BBC
Doctor Who	BBC 1	25/11/2023	Generally accepted standards	3	Refer to BBC
Doctor Who	BBC 1	25/11/2023	Other	2	Refer to BBC
Doctor Who Unleashed	BBC 3	25/11/2023	Transgender discrimination/offence	1	Refer to BBC
Doctor Who	BBC 1	25/11/2023	Transgender discrimination/offence	2	Refer to BBC
Doctor Who	BBC iPlayer	26/11/2023	Generally accepted standards	1	Refer to BBC
Doctor Who	BBC 1	26/11/2023	Transgender discrimination/offence	5	Refer to BBC
Doctor Who	BBC 1	01/12/2023	Generally accepted standards	1	Refer to BBC
Doctor Who	BBC 1	02/12/2023	Generally accepted standards	5	Refer to BBC
Doctor Who	BBC iPlayer	03/12/2023	Generally accepted standards	1	Refer to BBC

Doctor Who (trailer)	BBC 1	18/12/2023	Generally accepted standards	1	Refer to BBC
Doctor Who	BBC 1	25/12/2023	Generally accepted standards	2	Refer to BBC
Doctor Who	BBC 1	25/12/2023	Other	1	Refer to BBC
Doctor Who	BBC iPlayer	25/01/2024	Generally accepted standards	1	Refer to BBC
Doctor Who (trailer)	BBC 1	01/04/2024	Generally accepted standards	1	Refer to BBC
Doctor Who	BBC 1	11/05/2024	Generally accepted standards	1	Refer to BBC
Doctor Who	BBC iPlayer	24/05/2024	Religious/Beliefs discrimination/offence	1	Refer to BBC
Doctor Who	BBC iPlayer	26/05/2024	Religious/Beliefs discrimination/offence	1	Refer to BBC
Doctor Who	BBC 1	08/06/2024	Information/Warnings	1	Not Pursued
Doctor Who	BBC 1	08/06/2024	Other	1	Refer to BBC
Doctor Who	BBC 1	08/06/2024	Scheduling	18	Refer to BBC
Doctor Who	BBC 1	08/06/2024	Scheduling	1	Not Pursued
Doctor Who	BBC 1	n/a	Outside of remit	1	Outside of remit

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](#).