

Reference: 02111706

Information Requests
information.requests@ofcom.org.uk

17 December 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints referencing BBC Verify.

We received this request on 24 November 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

Please provide:

1. The number of complaints received since 1 January 2020 which specifically referenced BBC Verify, including complaints concerning fact-checking, verification claims, investigative techniques, graphics, or content produced under the BBC Verify branding.

2. Any internal categories or classifications used to record these complaints.

Aggregated numbers only, no complaint content requested.

Our response

1. From 1 January 2020 to 24 November 2025, we received 25 complaints citing BBC Verify either as the programme/service complained about or in the description of the complaint.
2. We log complaints on our complaints database by category of the complaint issue, with reference to the rules in our Broadcasting Code. For complaints about BBC online material, these are logged by the relevant BBC Editorial Guideline, rather than by the relevant Broadcasting Code issue, as the Broadcasting Code does not apply to this material.

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](#).