

Reference: 02090411

Information Requests
information.requests@ofcom.org.uk

11 November 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning *EastEnders* and *The Brit Awards 2025*.

Your request was received on 14 October 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I was wondering if I could have the number of complaints if any about Eastenders in the year 2025 so far. I was wondering additionally if there was any more details I can have about the BRITS 2025 regarding the Sabrina Carpenter Performance.

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.

Turning to your request, to 4 November 2025 we had received 29 complaints about *EastEnders* in 2025. This includes one complaint about "*EastEnders: 40 Years on the Square*" and one complaint about a rerun of "*EastEnders*" on U&Drama.

Regarding *The Brit Awards 2025*, we received 861 complaints about sexualised content during the programme. Please note that these figures cover both complaints concerning Sabrina Carpenter's performance and Charli XCX's outfit, as we did not separately classify, and so do not hold specific figures for, complaints referring specifically to Sabrina Carpenter's performance. These complaints were not pursued and were reported as such in our Bulletin.

We are unable to provide any further details of complaints other than what is published in our Bulletin, including details of those complaints regarding Sabrina Carpenter's performance only, as this information is exempt from disclosure pursuant to section 44 of the FOI Act. Under section 393 of the Communications Act 2003 we are prohibited from disclosing information which relates to a business which we have obtained in the course of exercising our functions in relation to broadcast

standards, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act 2003 is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

Please note that Ofcom only has data on complaints received by Ofcom, and we neither hold nor have access to complaints received directly by TV companies – you would need to contact the broadcasters directly.

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](#).