

Reference: 02082652

Information Requests
information.requests@ofcom.org.uk

23 October 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning broadcasting complaints.

Your request was received on 25 September 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I would like to know the number of complaints received by radio TV, and print journalism companies, and the company that received most complaints per medium, over the past five years.

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, regarding print journalism, Ofcom does not regulate press. You may wish to contact [IPSO](#) directly.

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

We do not categorise by tv/radio on our system so we are unable to provide separate figures for total complaints for each medium over the past 5 years. For the past rolling 5 years, from 26 September 2020 to 25 September 2025, we received a total of 420,239 complaints (across 380,154 cases).

With regard to the company that has received the most complaints over the past 5 years, we consider this information to be exempt under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a

business (broadcasters), which we have obtained in exercise of our powers in relation to broadcast standards, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) is met, neither of which applies here. Section 44 is an absolute exemption under the Act and does not require a public interest test. Other exemptions such as section 43 of the FOI Act may also apply to this information.

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](#).