

Reference: 2046071

Information Requests
information.requests@ofcom.org.uk

21 August 2025

Freedom of Information request: Right to know request

Thank you for your request for information about complaints about BBC and Sky in the past 5 years. We received this request on 24 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

How many complaints have been made about the BBC in the past 5 years broken down by reason? What was the outcome?

How many complaints have been made about Sky in the past 5 years broken down by reason? What was the outcome?

We consider that the information that you have requested is exempt from disclosure under section 21(1) of the FOI Act. Section 21(1) of the FOI Act provides that information which is otherwise reasonably accessible to the applicant is exempt information.

All of the information which is in scope of your request is publicly available, and therefore is withheld on that basis. Section 21 is an absolute exemption and therefore not subject to the public interest test. To provide you with assistance, the information that you requested can be found on our website [here](#) in the Broadcast and On Demand bulletins which lists all cases from 2020 to date- with separate links for Not Pursued cases and investigations. To locate the information make sure the Bulletin issue filter is clear, then you can add Sky channels to the service name filter. The results are then sortable by programme. Please note that if a channel is not available in the filter, that means we have not received a complaint about that channel.

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](#).