

Reference: 02064603

Information Requests
information.requests@ofcom.org.uk

30 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning presenter and TV show complaints.

We received this request on 12 August 2025. We sought clarification of your request on 1 September 2025 and you responded on 2 September 2025. We have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Background

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.

Under the BBC procedures Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC, and the BBC has reached its final decision.

Your request & our response

1. The top 10 most complained-about UK TV shows of 2025 so far

Please provide the number of complaints per TV show, i.e. 512 complaints for Good Morning Britain, 1,260 complaints for Love Island, etc

Clarified as:

Please can we have a list of both the most complained-about individual episodes of programmes, and the most complained-about programmes when counting all complaints received across all episodes of a programme.

We can confirm that we do hold information within scope of your request. However, we consider that it is exempt from disclosure under section 21 of the FOI Act.

Under section 21, we are not required to provide information in response to a request if it is already reasonably accessible to you. The information you requested is available from the [Broadcast and On Demand Bulletin](#).

You may find it helpful to know that we do routinely publish, on our [website](#), the most complained about TV or Radio programme with more than 50 complaints each week which may be of interest.

2. The annual number of complaints received regarding each major UK broadcaster

For each of the following calendar years: 2020, 2021, 2022, 2023, 2024 and partial data for 2025 if available

E.g. ITV, GB News, Channel 4, Channel 5, Sky News, etc

Clarified as:

Please see below for a list of broadcasters.

- a. BBC (incl. One, Two, Three, Four, News, Parliament, Scotland, Alba, CBBC, CBeebies, BBC World News)*
- b. ITV (Incl. 1, 2, 3, 4, CITV, ITVBe)*
- c. Channel 4 (Incl. E4, More4)*
- d. Channel 5 (Incl. 5STAR, 5USA)*
- e. Sky (incl. One, Max, Showcase, Atlantic, Witness, News, Sports)*
- f. LBC*
- g. GB News*

We do hold this information, however for the same reason as under Question 1, we consider that this information is exempt from disclosure under section 21 of the FOI Act.

3. If held in a readily retrievable format, the top 10 most complained-about UK TV presenters

For each of the following calendar years: 2020, 2021, 2022, 2023, 2024 and partial data for 2025 if available

Please provide the number of complaints per presenter, i.e. 172 complaints about Kay Burley, 62 complaints about Eamonn Holmes, etc.

Clarified as:

Please see below for a list of presenters.

David Attenborough, Martin Lewis, Graham Norton, Stephen Fry, Bradley Walsh, Richard Osman, Jeremy Clarkson, Mary Berry, Anthony McPartlin, Declan Donnelly, Dermot O'Leary, Nigella Lawson, Gordon Ramsay, Davina McCall, Claudia Winkleman, Louis Theroux, Alan Titchmarsh, Paddy McGuinness, Holly Willoughby, Lorraine Kelly, Susanna Reid, Rylan Clark, Stacey Dooley, Bear Grylls, Gary Lineker, Alison Hammond, Stacey Solomon, Ruth Langsford, Josie Gibson, Denise Welch, Coleen Nolan, Mel Giedroyc, Will Best, AJ Odudu, Roman Kemp, Richie Anderson, George Webster, Seema Jaswal, James May, Philip Schofield, Piers Morgan, Cat Deeley, Emma Willis, Alex Jones, Ben Shephard, Natasha Kaplinsky, Carol Kirkwood, Nicki Chapman, Briony May Williams, Jeremy Kyle, Bruno Tonioli, Simon Cowell, Amanda Holden, Alesha Dixon, Jeremy Vine, Naga Munchetty, Andrew Neil, Dan Wootton, Eamonn Holmes, James O'Brien, Susanna Reid

We can neither confirm nor deny whether we hold this information. By virtue of section 40(5A) of the FOI Act, the duty to confirm or deny holding information does not arise if the confirmation or denial that would be given in itself reveals information that falls under the exemption in section 40(2) of the FOI Act.

Section 40(2) of the FOI Act provides that personal data which relates to persons other than the requester is exempt where, amongst other things, its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. Those principles include that personal data must be processed fairly and lawfully. Section 40 is an absolute exemption under the Act and does not require a public interest test.

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](#).