

Reference: 02064606

Information Requests
information.requests@ofcom.org.uk

2 September 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Broadcast complaints data.

We received this request on 15 August 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"I request the following information for the period from 01.01.2025 to 15.08.2025.

1. A list of all television programmes broadcast in the UK that have received multiple complaints in relation to the following areas:

- * Alleged racism or sexism*
- * Alleged political bias*
- * Alleged complaints relating to Members of Parliament*
- * Alleged complaints relating to programme hosts/presenters*

2. For each programme, please provide:

- * The programme name*
- * The number of complaints received in each category*
- * The broadcast channel and dates of broadcast for which complaints were made*

If some information cannot be disclosed due to privacy or confidentiality, please provide aggregated totals by programme and complaint category."

Our response

By way of background, Ofcom publishes decisions about complaints we have received in the [Broadcast and On Demand Bulletin](#) ("the Bulletin") every fortnight on our website. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, those which Ofcom has decided not to pursue because they did not raise issues warranting investigation, and those which fall outside Ofcom's remit (e.g. under the BBC's Charter and Agreement set by Parliament, complaints about BBC programmes are considered under a system of "BBC First", whereby a viewer or listener must normally complain to the BBC in the first instance and complete the BBC's complaints process before complaining to Ofcom).

Ofcom assesses every complaint it receives, and while a complaint may provide contextual background to a programme, when Ofcom is conducting an initial assessment or investigation, it

reaches its own view as to whether there may have been, and then whether there has been, a breach of the [Ofcom Broadcasting Code](#) ("the Code").

We log all complaints we receive on our complaints database, and they are categorised by which rules in the Code may have been breached.

Turning to your request, the information for the first two categories you have requested is available in our Broadcast and On Demand Bulletin. The Bulletin provides details of complaints received by Ofcom since 2020, including the programme name, the service on which the programme was broadcast, and the number of complaints received about that programme. The Bulletin can be sorted by transmission date and filtered by the category of the complaint issue. In this case, you may wish to select race discrimination/offence, gender discrimination/offence or due impartiality/bias in the 'Issue' filter.

For the remaining two categories, there are no specific categories for complaints about 'Members of Parliament' or 'programme hosts/presenters'. To provide a breakdown of complaints about these issues would require looking at each complaint on a case-by-case basis, which would take us over the permitted timescales for FOI requests.

Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour. Ofcom estimates that it would take at least 18 hours to identify, locate and extract the information you require and as such the cost of complying with your request will exceed the appropriate limit.

We may be able to provide more information if the request is 'narrowed down' by providing specific names of individual presenters or Members of Parliament, for which we could run a search for any complaints containing these names in their description.

I 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](#).