

Reference: 02125872

Information Requests
information.requests@ofcom.org.uk

30 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning BBC impartiality complaints outcomes.

We received this request on 5 January 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

Please provide, for the period 1 January 2020 to the present, aggregated data relating to BBC Standards and BBC Online Material complaints that:

- * were categorised under "Due impartiality/bias", "Impartiality", or "Elections/Referendums", and*
- * had completed the BBC First complaints process before being considered by Ofcom.*

For these complaints, please provide:

- 1. The total number received by Ofcom*
- 2. The number upheld*
- 3. The number not upheld*
- 4. The number resolved without formal finding, if recorded*

Our response

You can find decisions about complaints we have considered in [Ofcom's Broadcast and On Demand Bulletin](#), published every fortnight on our website, with a separate [bulletin for BBC Online complaints](#) being published every two months.

BBC Standards complaints that have completed the BBC First process are listed in the following sections of the Bulletin:

- **Look at past decisions** – results are filterable by service name and complaint issue.
- **Complaints assessed, not pursued / BBC Standards tab**, results are filterable by complaint issue.

The Bulletin for BBC Online Material includes a bespoke section for those that have completed the BBC First process.

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](#).