

Reference: 01706902

Information Requests
information.requests@ofcom.org.uk

6 November 2023

Freedom of Information request: Right to know request

Thank you for your request concerning broadcasting complaints. Your request was received on 26 October 2023 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Ofcom's complaints handling processes

Before responding to your question, we would like to provide some background information on Ofcom's complaints procedures and reporting.

Complaints about content standards are handled under Ofcom's Procedures for investigating breaches of content standards for television and radio^[1].

Individual complaints received by Ofcom are assigned to cases. A case is opened when Ofcom is assessing a specific programme or issue and may consist of one or more complaints.

Ofcom assesses every complaint it receives. Based on an initial assessment of the complaint and a consideration of the related content, Ofcom will consider whether there may have been a breach of the Broadcasting Code (or other Ofcom codes or licence conditions). In cases where Ofcom considers there may have been a breach, it will launch an investigation. The possible outcomes of an investigation are that we judge an issue is **in breach, resolved or not in breach** of our rules.

Ofcom's Broadcast and On Demand Bulletin, published every fortnight on our website, includes decisions about the complaints we have considered. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, and those which, after careful assessment, Ofcom has decided not to pursue because they did not raise issues warranting investigation. The Bulletins can be accessed via the following link to our website: [broadcast and on demand bulletin](#)

^[1] Available at:

<https://www.ofcom.org.uk/tv-radio-and-on-demand/information-for-industry/guidance/procedures>

Your request & our response

Please provide the number of complaints Ofcom received regarding:

20 September 2023 Richard Madeley's questioning of the Guyayan President

Ofcom received 407 complaints.

17 October 2023 Richard Madeley questioning of Layla Moran

Ofcom received 2,386 complaints.

How many complaints has Ofcom received regarding GMB in the last year

From 27 October 2022 to 26 October 2023 Ofcom has received 3,991 complaints (460 cases) about Good Morning Britain.

How many complaints has Ofcom received about Richard Madeley in the last year?

We log complaints on our complaints database by category of the complaint issue (with reference to the rules in our codes). There is no specific category (or rule) used exclusively for complaints related to individual presenters therefore we are unable to provide a definitive figure for complaints specifically about Richard Madeley.

What is the average number of complaints Ofcom receives about individual programmes (including and not including specific programmes hugely high which would distort the figures.

We do not hold this information as our complaints database does not record complaints in a manner to generate this figure. However the following news page provides a snapshot of complaints considered by Ofcom in 2022 which may be of assistance: <https://www.ofcom.org.uk/news-centre/2022/2022-the-year-in-broadcast-complaints>.

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

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF