

Reference: 01761838

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

25 January 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning the total numbers of broadcasting complaints over specific months. This request was received on 9 January 2024 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

### Your request

*Please may you provide me with:*

*The total number of Ofcom complaints, sorted by the program and channel that the complaint is made against, in each of the following months: January 2023, June 2023, December 2023, January 2019, January 2020 and January 2021.*

### Background

By way of background, 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.

The volume of complaints received may be a consideration in assessing general audience reactions, but it is not determinative as to whether Ofcom will proceed to investigate any given case. Rather, it is the particular issues which have been raised by the complainant(s) which are of primary concern in Ofcom’s assessment of a programme.

Ofcom’s Broadcast and On Demand Bulletin (the ‘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 Bulletin can be accessed on our website.

In addition, Ofcom’s Annual Reports include statistics on broadcasting complaints, cases and sanctions for the period 1 April in one year to 31 March the following year, including total

broadcasting investigations recording breaches of the Broadcasting Code (or other Ofcom codes). You can find the full [Annual Reports](#) on our website.

## Our response

We have searched our records and have produced the attached Excel document with tables showing the number of complaints received by Ofcom, sorted by programme and channel, for the requested months.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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