

Reference: 01935550

Information Requests
information.requests@ofcom.org.uk

20 January 2025

Freedom of Information request: Right to know request

Thank you for your request for a breakdown of complaints between TV and radio.

We received this request on 19 December 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

You recently reported that you had 69,080 complaints about TV and radio in 2024. Are you able to give the breakdown of complaints between TV and radio. Within the radio figure is it possible to give the breakdown between commercial and community radio stations. I would be happy for the figures to be broken down by type of Ofcom licence held if that is easier to calculate.

Of the 69,080 total complaints received in 2024, 1,649 complaints related to radio, of which 1,550 complaints related to commercial radio stations and 99 complaints were for community stations. The remaining 67, 431 complaints related to television.

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](#).