

Reference: 1969740

Information Requests
information.requests@ofcom.org.uk

28 March 2025

Freedom of Information request: Right to know request

Thank you for your request for information for complaints received regarding the BBC, Sky News and GB News.

We received this request on 5 March 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Please provide the following information:

- 1: The number of complaints received regarding the BBC, Sky News, and GB News since 2020.*
- 2: A breakdown of these complaints by topic (e.g., bias, misinformation, accuracy, offensive content).*

For clarity, I would like this data covering the financial years 2020, 2021, 2022, 2023, and 2024, or the most recent available data if full figures are not yet published.

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 reference to which rules in the Code may have been engaged.

Turning to your request, please find the information you have requested in the attached spreadsheet, which covers complaints we have received from 1 April 2020 to 5 March 2025 in relation to the broadcasters listed in your request. Please note that as GB News started broadcasting in June 2021, the figures in relation to this service are from the date of its launch.

We 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](#).