

Reference: 02111701

Information Requests
information.requests@ofcom.org.uk

17 December 2025

Freedom of Information request: Right to know request

Thank you for your request concerning BBC Complaints logged but not assessed by Ofcom.

We received this request on 24 November 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Background

By way of background, complaints about broadcast standards are carefully assessed under Ofcom's [Broadcasting Code](#) ("the Code") which sets standards for programme content that all Ofcom licensees must follow. Individual complaints received by Ofcom are assigned to cases, and a case is opened when Ofcom is assessing a specific programme or issue and each case may consist of one or more complaints. In line with our published complaints [procedures](#), we review every complaint we receive to consider whether it raises potentially substantive issues under the Code which warrant investigation by Ofcom. If we consider that these standards may have been breached, we will investigate. 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.

For complaints about the BBC under the BBC procedures Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC, and the BBC has reached its final decision.

Your request & our response

Please provide the following information for the period 1 January 2020 to the present:

1. The number of complaints received by Ofcom relating to BBC content which were:

- a) logged by Ofcom,*
- b) screened out during initial triage,*
- c) closed without investigation,*
- d) redirected back to the BBC under the BBC First process.*

Complaints about BBC Standards are handled as set out in our published [BBC Procedures](#). Complaints about BBC Online Material are considered in line with our [published procedures for handling complaints about BBC Online Material](#).

The information you have requested is published in our Annual Reports and our Annual Reports on the BBC. These can be found on our website [here](#) and [here](#).

2. Any internal triage categories, flags, or classification systems used to determine whether a BBC complaint is investigated or redirected.

Ofcom's internal categorisation of complaint outcomes reflects the range of outcomes for cases as reported in our Annual Reports and Annual Reports on the BBC.

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](#).