

Reference: 02094870

Information Requests
information.requests@ofcom.org.uk

26 November 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning ChatGPT complaints.

We received this request on 22 October 2025 and we have considered your request under the Freedom of Information Act 2000 ("FOIA").

Your request

"Please could you tell me how many complaints Ofcom has received since November 2022 mentioning the words "ChatGPT"

Please could you send me copies of those complaints (if they were made in writing, or logs/transcripts of any complaints made verbally or over the phone) - as well as any details associated with these complaints, such as complainants' geographic locations, and the outcome of the complaints."

Our response

We hold 5 complaints that mention ChatGPT in the body of the complaint in the context of broadcasting and 8 that mention Open AI/ChatGBT in the context of online safety within the relevant timeframe.

In the terms of disclosure, we are limited to the information listed below, as published in the Broadcast Bulletins as we consider further information relating to these complaints to be exempt under section 44 of the FOIA. Section 44(1) provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. In this instance, disclosure of such information is prohibited under section 393(1) of the Communications Act 2003 (the Act). Section 393 of the Act prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and does not require a public interest test.

Programme	Service	Transmission or Accessed date	Issues
Britain's Newsroom	GB News	23/09/2025	Materially misleading
Jeremy Vine	5	27/05/2025	Materially misleading

This Morning	ITV1	21/07/2025	Materially misleading
Vanessa Feltz	TalkTV	02/11/2023	Generally accepted standards
Mark Steel's in Town	BBC Radio 4 Extra	15/07/2024	Religious/Beliefs discrimination/offence

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](#).