

Reference: 02115760

Information Requests
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17 December 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning GB News & GB Radio complaints.

We received this request on 3 December 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. We log complaints on our complaints database by category of the complaint issue. 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.

Your request & our response

The total number of complaints made towards GB News and GB Radio under the category of Abusive and Derogatory Treatment as well as Accuracy and Impartiality within the past 12 months.

Complaints about impartiality and accuracy would be logged on our complaints database under the categories 'Due impartiality/bias' and 'Due accuracy' respectively. There is no specific category for complaints about 'abusive and derogatory treatment' – complaints about this could fall under a number of categories including 'Hatred and abuse', a range of 'discrimination/offence' categories about different protected characteristics, and a broader category of 'Generally accepted standards'. However, these categories will also contain complaints raising issues other than 'abusive and derogatory treatment'.

You can find decisions about complaints we have considered in [Ofcom's Broadcast and On Demand Bulletin](#), published every fortnight on our website. Details of complaints received about GB News and GB News Radio can be viewed by filtering by service, and complaints can also be filtered by each of the categories outlined above. Details of complaints that have been assessed but not pursued can be viewed under the 'Complaints assessed, not pursued' tab, and details of investigations and their outcomes can be viewed under the 'Look at past decisions' tab.

However, we are pleased to provide the information below for complaints received about GB News and GB News Radio from 4 December 2024 to 3 December 2025:

Complaints logged under 'Due accuracy': 327

Complaints logged under 'Due impartiality/bias': 374

Complaints logged under 'Hatred and abuse': 1

Complaints logged under 'Sexual orientation discrimination/offence': 1416

Complaints logged under 'Transgender discrimination/offence': 282

Complaints logged under 'Race discrimination/offence': 85

Complaints logged under 'Religious/beliefs discrimination/offence': 119

Complaints logged under 'Generally accepted standards – other': 838

How many of these were investigated.

Of these complaints, 1 investigation was launched under the category of 'Sexual orientation discrimination/offence', with 1391 individual complaints at assessment stage.

How many of these were found in breach of Ofcom standards.

The outcome of this investigation was 'Resolved'. Following investigation, Ofcom concluded that the content in the case, mentioned above, was in breach of Rule 2.3 of the Broadcasting Code. We ultimately considered the matter resolved, given the circumstances of the case and taking into account steps taken by the broadcaster. For your information, full details of the case are available [here](#).

How many were discontinued.

Of these complaints, there were no investigations which were discontinued.

How many complaints contained the words 'Islamophobia', 'Transphobia' and 'Homophobia'.

We have interpreted this question to be about GB News and GB News Radio complaints received over the last 12 months. The number of complaints received with each of these terms in the description are as follows:

Islamophobia: 23

Transphobia: 11

Homophobia: 82

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](#).