

Reference: 02082646

Information Requests
information.requests@ofcom.org.uk

20 October 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning sports complaints.

Your request was received on 26 September 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

To identify any complaints in our complaints database related to the sports coverage you have given, we used a keyword search for entries where the programme contained “cricket, rugby, football, ICC, ashes, hundred, super, league, FNF, SNF, MNF, UEFA, or FA Cup”, with the results below.

I would like to request data on:

The football game that generated the most complaints in the following years:

2022, 2023, 2024

2022 – Live Super Sunday: Manchester United v Arsenal, Sky Sports Main Event, 4 September 2022 (45 complaints)

2023 – Live Super Sunday: Liverpool v Tottenham Hotspur, Sky Sports Main Event, 30 April 2023 (14 complaints)

2024 – FA Cup Live: Manchester United v Liverpool, ITV1, 17 March 2024 (14 complaints)

The rugby game that generated the most complaints in the following years:

2022, 2023, 2024

2022 – Live Gallagher Premiership Rugby Union, BT Sport 1, 30 January 2022 (2 complaints) & Gallagher Premiership Rugby: Wasps v Northampton Saints, BT Sport 1, 9 October 2022 (2 complaints)

2023 – Rugby World Cup 2023 Live: England v Japan, ITV1, 17 September 2023 (8 complaints)

2024 – Live International Rugby Union, Sky Sports Main Event, 13 July 2024 (2 complaints)

The cricket match that generated the most complaints in the following years:

2022, 2023, 2024

2022 – Ofcom did not receive multiple complaints about any cricket match over this period.

2023 – The Ashes Live, Sky Sports Cricket / Main Event, 2 July 2023 (3 complaints)

2024 –No multiple complaints about any cricket match over this period.

Please note that the figures above are from complaints received by Ofcom only. We do not receive or have access to any figures that broadcasters may have received directly.

By way of background, complaints about broadcast standards are carefully assessed under the [Ofcom 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.

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](#).