

Reference: 02066907

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

10 September 2025

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning BBC Online Complaints Statistics.

We received this request on 21 August 2025 and we have considered your request under the Freedom of Information Act 2000.

#### Your request

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*"I would like to request the following information regarding complaints about BBC Online material:*

*1. The total number of complaints received by Ofcom concerning BBC online content (including text, audio, images, and video published on the BBC website or BBC apps, but excluding BBC iPlayer programming) for each financial year since Ofcom assumed regulatory responsibility for the BBC in April 2017.*

*2. If available, please provide a breakdown for each year showing:*

- \* (a) Number of complaints assessed by Ofcom.*
- \* (b) Number of complaints referred back to the BBC under the "BBC First" process.*
- \* (c) Number of complaints considered out of remit.*
- \* (d) Any other*

*3. Any summary statistics or internal reports that Ofcom holds which collate these figures on an annual basis."*

#### Our response

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[Ofcom's annual reports on the BBC](#) include the statistical data you requested, contained within the 'Online Material Complaints' section (for example page 76 of the 2023/24 report) in each of the reports.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).