

Reference: 02218296

Information Requests
information.requests@ofcom.org.uk

13 August 2026

Freedom of Information request: Right to know request

Thank you for your request for information about complaints and investigations relating to major broadcasters.

We received this request on 28 June 2026 and you further clarified your request on 16 July 2026 (below we focus on the questions as clarified). We have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

*Following your clarification request, I confirm that **my request covers all news and current-affairs editorial output**, including news programmes, current-affairs programmes, political commentary, interviews, and any other broadcast content involving editorial decision-making relating to news or public-interest matters. This includes television, radio, and online output for the following broadcasters:*

BBC, GB News, ITV, Channel 4, and Sky News.

To remain within the appropriate cost limit, I am narrowing the request to the essential structured data fields only.

1. Complaint totals and categories (1 January 2024 – present)

For each named broadcaster, please provide:

- The total number of complaints received relating to news and current-affairs editorial output.*
- A breakdown of complaints by category (e.g., impartiality, accuracy, misleading content, harmful/offensive content, fairness, bias, editorial standards, or Ofcom's internal categories).*

2. Investigations and outcomes

For complaints that resulted in an Ofcom assessment or formal investigation, please provide:

- Broadcaster*
- Programme/output name*
- Broadcast date (if held)*
- Complaint category*
- Nature of the allegation*

- *Date investigation opened*
- *Date investigation closed (or current status)*
- *Outcome (breach / no breach)*
- *Any regulatory action taken (e.g., correction, apology, sanction)*

*I am **not requesting full investigation reports** unless already published. Links to published adjudications are sufficient.*

3. Open or ongoing matters

For investigations still open, please provide:

- *Broadcaster*
- *Programme/output*
- *Date opened*
- *Current status*
- *Any available estimated conclusion date (if held)*

4. Remedial or compliance measures

Where a breach was found, please provide:

- *The specific remedial measures required of the broadcaster*
- *Any follow-up monitoring or compliance checks undertaken by Ofcom*

5. Systemic issues (summary only)

*If Ofcom produced **any internal summaries or analyses** identifying recurring or systemic issues across the named broadcasters **relating to news or current-affairs editorial output**, please provide:*

- *The title or description of the summary/report*
- *A short outline of the identified issue(s)*
- *Any actions taken by Ofcom*

*(Full internal reports are **not requested**, only summaries or extracts within cost limits.)*

6. Data format

Please provide the information in a structured, machine-readable format (CSV or spreadsheet) containing the fields listed above.

7. Cost-limit guidance

If any part of this request risks exceeding the cost limit, please advise which element causes the excess so I may refine it further.

Our response

We hold some information in response to your request. We ran a report on our system on 21 July and have attached a spreadsheet which provides the requested information that has already been

published on our website. We publish regular updates on this page: [Audience complaints about content on TV or radio programmes](#).

Any further information not already published, such as that requested in question 3, we are unable to disclose as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

We also consider other exemptions may apply, such as s36(2)(b) and (c) of the FOI Act, which provides that information held by a public authority is exempt from disclosure if, in the reasonable opinion of a qualified person, disclosure of the information:

- would, or would be likely to, inhibit the free and frank exchange of views for the purposes of deliberation; and
- would otherwise prejudice, or would be likely otherwise to prejudice, the effective conduct of public affairs

We have been unable to locate information relating to question 5.

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](#).