

Reference: 2120011

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

13 January 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about complaints data for top sports broadcasts in 2025

We received this request on 11 December 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*Under the Freedom of Information Act 2000, I respectfully request the following information concerning complaints received by Ofcom relating to television and radio broadcasts of sporting events in the calendar year 1 January 2025 to 31 December 2025.*

#### *Requested Information:*

*For the 20 individual sporting events or programmes that received the highest number of complaints submitted to Ofcom during the specified period (1 January 2025 to 31 December 2025), please provide the following data in a tabular or spreadsheet format:*

- 1. Programme Name/Sporting Event: The official name of the broadcast or event.*
- 2. Broadcast Date(s): The date(s) on which the broadcast aired.*
- 3. Broadcaster/Channel: The name of the licensed service/channel that aired the broadcast.*
- 4. Total Number of Ofcom Complaints Received: The aggregate number of complaints received by Ofcom about that specific programme/event.*
- 5. Nature of Complaint (Category/Summary): A breakdown of the nature or category of the complaints received (e.g., 'Offensive Language', 'Inaccurate/Misleading Reporting', 'Bias/Lack of Impartiality', 'Nudity/Sexual Content', 'Harm and Offence'). This should align with the categories used by Ofcom in its own complaints logging system.*

#### *Clarification/Fallback Position:*

*If fulfilling the request for the "20 individual sporting events or programmes" would exceed the appropriate cost limit under Section 12 of the FOI Act (e.g., due to the complexity of identifying or extracting the top 20 events), I request that you instead provide the same data points (1-5 above) for:*

*\* All individual sporting events or programmes that received 50 or more complaints during the specified period (1 January 2025 to 31 December 2025).*

## Our response

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Ofcom do not categorise complaints by genre of programme therefore we would only be able to identify any relevant complaints by a manual search. Ofcom has received approximately 50,000 complaints in the period you specified. Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the “Regulations”), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time.

We estimate that it would take over 18 hours to locate, identify and extract the information you requested due to the number of complaints we would have to manually search through to obtain the information.

You may wish to consider submitting a narrower, more specific request, for example narrowing your request to smaller specific sports genres or providing a specific list of sporting fixtures. Should you decide to make a further request for information, please note that other exemptions may apply.

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](#).