

Reference: 02124368

Information Requests
information.requests@ofcom.org.uk

20 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information regarding complaints received by Ofcom about *Emmerdale* and *Coronation Street*.

We received this request on 29 December 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

I'm writing an essay for a uni project about content warnings vs the preservation of surprise plot points

*Is there any chance that there are statistics tracking how many times soap operas have been complained about this year? For part of my essay I'm looking at *Emmerdale* and *Coronation Street* - so this would be incredibly useful.*

Our response

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. 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.

Turning to your request, we hold figures for 2025. Last year we received 1,914 complaints (196 cases) about *Emmerdale*, and 740 complaints (235 cases) about *Coronation Street*. Data on those complaints is available in the standards tab of the 'Complaints assessed, not pursued' section of the Broadcast [Bulletin](#) with issues 513 to 537 covering complaints considered in 2025.

Yours sincerely,

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[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](#).