

Reference: 02218345

Information Requests
information.requests@ofcom.org.uk

17 July 2026

Freedom of Information request: Right to know request

Thank you for your request for information about complaints regarding the BBC migrant video investigation.

We received this request on 29 June 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

Background

On 13 April 2026 the BBC published a video investigation into 'immigration fraudsters' (see <https://www.bbc.co.uk/iplayer/episode/m002vpsf/scams-scandals-the-immigration-fraudsters>) and subsequently published a series of three written articles (below) on 15 and 16 April.

- 1. 'Legal advisers help migrants pose as gay to get asylum, undercover BBC investigation finds', 15 April
- 2. 'Bogus websites, staged protests and pretend atheists: Inside the fake asylum industry', 15 April
- 3. 'Migrants making false domestic abuse claims to stay in UK, BBC investigation finds', 16 April

Information request

How many complaints were received in total relating to the video investigation and these three articles?

Our response

By way of background, Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC, and the BBC has reached its final decision. This is known as the 'BBC First' approach and is set out in the BBC Charter and Agreement approved by Parliament.

In respect of the BBC News site, under existing arrangements we could only consider complaints and provide a non-binding "opinion" on whether the BBC has observed its own Editorial Guidelines.

In relation to broadcast content, please see our [Procedures for handling complaints, investigations and sanctions on TV, radio and video-on-demand services](#). We review every complaint we receive to consider whether it raises potentially substantive issues under the Broadcasting 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.

1. Scams & Scandals: The Immigration Fraudsters video.

Three complaints were made to Ofcom before completing the BBC complaints process and were therefore referred to the BBC.

*2. Legal advisers help migrants pose as gay to get asylum, undercover BBC investigation finds
Bogus websites, staged protests and pretend atheists: Inside the fake asylum industry*

One complaint for each article was made to Ofcom, having completed the BBC complaints process.

3. Migrants making false domestic abuse claims to stay in UK, BBC investigation finds'

No complaints were made to Ofcom.

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](#).