

Reference: 02205007

Information Requests
information.requests@ofcom.org.uk

9 June 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning the BBC First complaints.

We received this request on 29 May 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"I am writing to request information under the Freedom of Information Act 2000.

I am requesting aggregated management information already held by Ofcom in relation to complaints about BBC content processed under the BBC First procedure established by the BBC Framework Agreement.

For the purposes of this request, "BBC First complaints" means complaints about BBC content that were received by Ofcom and referred to the BBC under the BBC First procedure before any Ofcom investigation was opened.

Please provide, for each calendar year from 2021 to most recent year available:

(1) The total number of complaints about BBC content received by Ofcom.

(2) Of those, the number referred to the BBC under the BBC First procedure.

(3) Of those referred, the number that subsequently returned to Ofcom for investigation following the BBC's handling of the complaint.

(4) Of those that returned to Ofcom for investigation, the number in which Ofcom ultimately made a finding of breach of the Broadcasting Code, and the number in which no breach was found.

If data for any of questions (3) and (4) is not held at annual intervals, please provide it at the closest available time interval and specify that interval.

I am requesting aggregate figures only and no information identifying any individual. I am not requesting policy advice or ministerial submissions.

Please treat each numbered question as severable and provide whatever information can be disclosed in relation to each question independently.”

Our response

Ofcom’s [Annual reports](#) publish statistics on complaints considered by Ofcom across each financial year, including BBC complaints at the various stages you have requested. For example, please see page 202 for most recent published annual report - [The Office of Communications Annual Report and Accounts 1 April 2024 to 31 March 2025](#). Please note that the 2025/2026 Annual report is due to be published in July 2026.

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](#).