

Reference: 01875166

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

4 September 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about the numbers of upheld breaches of due impartiality TV news channels.

We received this request on 7 August 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

---

*"I would like to see the numbers of upheld breaches of due impartiality of TV news channels...*

*I would like to compare, for example, the number of breaches by GB News compared with Sky News in 2021, 2021, 2023, 2024."*

### Background

---

By way of background, Ofcom assesses every complaint it receives. Based on an initial assessment of the complaint and a consideration of the related content, Ofcom will consider whether there may have been a breach of the Broadcasting Code (the 'Code') or other Ofcom codes or licence conditions. In cases where Ofcom considers there may have been a breach, it will launch an investigation. The possible outcomes of an investigation are that we judge an issue is in breach, resolved or not in breach of our rules.

The volume of complaints received may be a consideration in assessing general audience reactions, but it is not determinative as to whether Ofcom will proceed to investigate any given case. Rather, it is the particular issues which have been raised by the complainant(s) which are of primary concern in Ofcom's assessment of a programme.

[Ofcom's Broadcast and On Demand Bulletin](#) (the 'Bulletin'), published every fortnight on our website, includes decisions about the complaints we have considered. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, and those which, after careful assessment, Ofcom has decided not to pursue because they did not raise issues warranting investigation.

### Our response

---

Ofcom records and categorises complaints received by reference to the programme name and service on which it is broadcast, rather than the genre of the programme or nature of the service. As such, we do not hold information about the number of upheld complaints relating to news programmes specifically.

However, we can advise that we have information on [Ofcom's Broadcast and On Demand Bulletin](#), which contains details of upheld complaints and breach findings by reference to specific broadcasts, including news programmes. From the main page, select 'Look at past Decisions', where you are presented with all investigations. This information includes the bulletin number, programme, service, transmission date, issue and outcome. The past decisions can be filtered and ordered by service and/or issue, including due impartiality and due accuracy. The Bulletin covers all complaints from 2020 onwards.

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

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](#).