

2023 complaints and cases resolved by outcome

	Non-broadcast		Broadcast		Overall totals	
	Complaints	Cases	Complaints	Cases	Complaints	Cases
Total not investigated	21,006	17,073	13,479	4,798	34,107	21,741
Total investigated	4,223	3,190	752	136	4,927	3,300
Informal Investigation	3,258	2,812	151	87	3,396	2,884
Of which:						
Upheld / Action taken	3,181	2,752	141	79	3,311	2,818
Not upheld / No action taken	77	60	10	8	85	66
Formal investigation	965	378	601	49	1,531	416
Of which:						
Upheld / Upheld in part	763	290	71	24	829	308
Not upheld	95	12	461	13	529	22
Withdrawn cases	107	76	69	12	173	86
Totals complaints & cases resolved	25,229	20,263	14,231	4,934	39,034	25,041