

2024 complaints and cases resolved by outcome

	Non-broadcast		Broadcast		Overall totals	
	Complaints	Cases	Complaints	Cases	Complaints	Cases
Total not investigated	20,515	16,635	11,984	4,388	32,156	20,913
Total investigated	3,961	3,003	1,233	117	5,128	3,102
Informal Investigation	3,203	2,683	115	77	3,310	2,748
Of which:						
Upheld / Action taken	3,129	2,625	107	72	3,228	2,685
Not upheld / No action taken	74	58	8	5	82	63
Formal investigation	758	320	1118	40	1,818	354
Of which:						
Upheld / Upheld in part	610	247	838	16	1408	259
Not upheld	64	10	258	12	306	22
Withdrawn cases	84	63	22	12	104	73
Totals complaints & cases resolved	24,476	19,638	13,217	4,505	37,284	24,015