



## Note to Broadcasters – revised General procedures for investigating breaches of broadcast licences (the “General Procedures”)

Following a public consultation, on 23 June 2025 we published our [statement revising the General procedures for investigating breaches of broadcast licences](#) alongside a [new version of the General Procedures](#).

As the changes did not require broadcasters to change their processes, the new version of the General Procedures came into force on 23 June 2025 and applies to any complaints, assessments and investigations received from that date.

Any assessments or investigations (either as a result of a complaint or Ofcom-initiated) opened before 23 June 2025 will be dealt with under the version of the General Procedures that was in force at the time the case was opened.

[All Ofcom’s procedural documents](#) are available on Ofcom’s website. The General Procedures apply to breaches of broadcast licence conditions which are not covered by the specific procedures set out below:

Type of regulatory requirement	Specific procedures and other information
Assessments and investigations about broadcasters’ compliance with content requirements set out in the Ofcom <a href="#">Broadcasting Code</a> and other codes including the <a href="#">Cross-Promotion Code</a> ; the <a href="#">Code on the Scheduling of Television Advertising</a> ; and the Broadcasting Committee of Advertising Practice’s <a href="#">UK Code of Broadcast Advertising</a> .	These cases are handled under the <a href="#">Procedures for investigating breaches of content standards for television and radio</a> .
Assessments and investigations about broadcasters’ compliance with Ofcom <a href="#">Rules on Party Political and Referendum Broadcasts</a> (the “PPRB Rules”).	The cases are handled under the <a href="#">PPRB Rules Procedures</a> .

Type of regulatory requirement	Specific procedures and other information
The consideration and adjudication of Fairness and Privacy complaints in relation to programmes broadcast on television and radio and broadcasters' compliance with Ofcom's "fairness code" under section 107 of the Broadcasting Act 1996.	These cases are handled under the <a href="#">Procedures for the consideration and adjudication of Fairness &amp; Privacy complaints</a> .
Licence conditions and relevant codes to ensure fair and effective competition in the provision of broadcast services.	These cases are handled under the <a href="#">Procedures for investigating breaches of competition-related conditions in Broadcasting Act licences</a> .
The <a href="#">Code on Electronic Programme Guides</a> ("EPGs"), which sets out practices to be followed by EPG providers to (i) give appropriate prominence for public service channels, (ii) provide features and information needed to enable EPGs to be used by people with disabilities and (iii) secure fair and effective competition.	Generally, Ofcom will apply the <a href="#">Procedures for investigating breaches of competition-related conditions in Broadcasting Act licences</a> for breaches of (iii), and these General Procedures for breaches of (i) and (ii).