

Reference: 1395734

Gloria Akinyemi
Information Rights Adviser
Information.requests@ofcom.org.uk

Dear

10 January 2022

Freedom of Information: Right to know request

Thank you for your request for information about the number of complaints received by Ofcom about episodes of *Lorraine* broadcast by ITV on 6th and 7th December 2021.

We received this request on 10 December 2021 and have considered it under the Freedom of Information Act 2000.

Your request

You asked:

'Please supply the number of complaints received about the Lorraine show on ITV/STV broadcast on 6th December and also the number of complaints received about the Lorraine Show transmitted on 7th December 2021.'

Our response

In relation to the total number of complaints received about episodes of *Lorraine* broadcast by ITV on 6 and 7 December 2021, I can confirm that this information is publicly available on our website as Ofcom publishes data about programmes that have received more than 50 standards complaints in our [Weekly Broadcast Reports](#). For ease of reference, the total complaints received about the above programmes are published in the reports covering complaints received between [30 November to 6 December 2021](#), [7 to 13 December 2021](#) and [14 to 20 December 2021](#).

Please note that the inclusion of this programme on this list is not indicative that Ofcom is investigating the broadcast. In accordance with our published procedures, we carefully review every complaint to make an initial assessment, which involves a consideration of the objective question of whether a complaint raises potentially substantive issues under the Broadcasting Code that warrant investigation by Ofcom. We will publish the outcome of these complaints in the Broadcast and On Demand Bulletin ("the Bulletin"), published fortnightly on our website.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Gloria Akinyemi

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF