

Reference: 01457203

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Freedom of Information request: Right to know request

Thank you for your request for information concerning a list of complaints for TV, Radio, On-Demand Services and Adverts, between 1st May 2021 to 30th April 2022. Your request was received on 19 May 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

Please could you provide a list of every complaint you received for TV, Radio, On-Demand Services and Adverts, over the 12-month period between 1st May 2021 to 30th April 2022.

Please provide this information broken down with the following fields/ columns:

- a) the name of the programme / advert / radio show*
- b) the channel or station of the programme/ advert/ radio show (if applicable)*
- c) the name of the 'video on demand' service (if applicable)*
- d) the 'date of broadcast' (if applicable)*
- e) whether the programme in question was TV, Radio, On-Demand, Advert or another category of programme (if applicable)*

Please provide the information in an Excel/ machine readable format.

Our response

Information about television, radio and on demand services is available via our [Broadcast and On Demand Bulletin](#).

To see complaints in the specific time frame specified, you would need to filter to bulletin issues 425 (published 26 April 2021) to 450 (published 9 May 2022) which cover complaints decisions in that period. To get a full breakdown you would need to click on 'look at past decisions' to view investigation decision and 'complaints assessed, not pursued' to view not pursued standards cases – that view defaults to standards cases, so would need to click on the additional buttons for BBC Standards, BBC First, On Demand and Outside of Remit tabs for cases in those areas.

Please note that while Ofcom considers complaints about programming, sponsorship credits and long-form advertising (such as interactive adult and psychic television services), complaints about the content of spot advertising (as featured in commercial breaks on television or radio) and shopping channels are handled by the Advertising Standards Authority (ASA) on Ofcom's behalf. Although the Bulletin lists any complaints that Ofcom has received directly about advertising and teleshopping in the 'outside of remit' section of the bulletin, we do not hold information on complaints in those areas assessed by the ASA, so you would need to contact them directly: enquiries@asa.org.uk

Unfortunately, we are unable to provide accurate information in excel list format for the period requested as our systems have changed during this period.

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

Zach Westbrook

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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