

Reference: 01627793

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

Dear ,

3 July 2023

### Freedom of Information: Right to know request

Thank you for your request for information in relation to an Adjoa Andoh comment during coronation of Charles III. We received this request on 5 June 2023. We have considered it under the Freedom of Information Act 2000.

### Your request

You asked:

*I note that you have investigated the racist comment made during the ITV1 coverage by Adjoa Andoh and have decided not to pursue the complaint. With this being the case, please provide me with the following:*

- 1. Your full assessment and consideration of the complaint.*
- 2. All correspondence with the broadcaster together with their response(s).*
- 3. All correspondence with the actress who made the comment.*

Before responding to your request, we would like to provide some background information on Ofcom's complaints procedures and reporting.

Complaints about Ofcom licensed services are handled in line with our [published procedures](#) for handling complaints, investigations and sanctions on TV, radio and video-on-demand services.

Ofcom assesses every complaint it receives. Based on an initial assessment of the complaint and a consideration of the related content, Ofcom will consider whether there may have been a breach of the Broadcasting Code (or other Ofcom codes or licence conditions). In cases where Ofcom considers there may have been a breach, it will launch an investigation. The possible outcomes of an investigation are that we judge an issue is in breach, resolved or not in breach of our rules.

Ofcom's Broadcast and On Demand Bulletin (the "Bulletin"), published every fortnight on our website, includes decisions about the complaints we have considered. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, and those which, after careful assessment, Ofcom has decided not to pursue because they did not raise issues warranting investigation. The Bulletins can be accessed via [our website](#).

## Our response

1. Please find Ofcom's assessment of complaints received here:  
<https://www.ofcom.org.uk/news-centre/2023/update-on-complaints-about-coronation-balcony-comment>
2. We do not hold this information.
3. We do not hold this information.

Please note that Ofcom holds no correspondence with either ITV or Adjoa Andoh on this matter.

I hope this information is helpful. If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

## Information Requests

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](mailto: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