

Reference: 01630650

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

Dear ,

6 July 2023

### Freedom of Information: Right to know request

Thank you for your request for information in relation to Love Island complaint details. We received this request on 12 June 2023. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

### Your request

You asked:

*Ofcom assigns categories for different kinds of broadcast complaints. I would like to request more specific details on particular Love Island UK episodes where they saw a significantly high influx of complaints or a particular category used.*

*Can you share what viewer complaints entailed including contestants involved, their behaviours and comments which led to these complaints.*

*The episodes I'd like further details on are:*

- \* 12 January 2020, 476 complaints, categorised as 'generally accepted standards'*
- \* 16 January 2020, 1 complaint, categorised as 'transgender discrimination/offence'*
- \* 12 February 2020, 550 complaints, categorised as 'generally accepted standards'*
- \* 12 January 2020, 63 complaints, categorised as 'race discrimination/offence'*
- \* 7 February 2020, 64 complaints, categorised as 'race discrimination/offence'*
- \* 17 August 2021, 1591 complaints, categorised as 'generally accepted standards'*
- \* 17 July 2022, 2626 complaints, categorised as 'generally accepted standards'*
- \* 1 March 2023, 8 complaints, categorised as 'gender discrimination/offence'*
- \* 5 March 2023, 272 complaints, categorised as 'generally accepted standards'*
- \* 23 February 2023, 286 complaints, categorised as 'generally accepted standards'*

## Our response

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](#).

We can confirm that we hold information falling within scope of your request, however we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business (in this case, ITV), which we have obtained in exercising our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

You may find this News Centre statement from 2022 helpful: [Update on complaints received about this year's Love Island series - Ofcom](#)

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