

Reference: 01792460

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

5 April 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning communications regarding complaints about the BBC and TikTok, and the Balen report.

We received this request on 13 March 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*“The issue is with the BBC promotion of TikTok, and their refusal to halt its repeated mention on air and then their refusal to alter behaviour which they have abused the complaints process to achieve. It is a rotten failure of a system that has totally eroded effective checks to their actions.*

*It is not a case of Ofcom having a quiet word with the BBC, which is why I am specifically requesting the communications relating to this between Ofcom and the BBC”*

and

*“Under FOI I request the Balen Report.”*

### Our response

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Ofcom’s Standards Team handled your complaints as not having completed the BBC complaints process, as outlined in their response of 22 March 2024, therefore we made no contact with the BBC in relation to the complaints and therefore do not hold any communications between Ofcom and the BBC regarding this.

We do not hold a copy of the Balen Report; we understand this to be a BBC-authored report, and you would therefore need to request it directly from them.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

**Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

**Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).