

Reference: 01927740

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

11 December 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about broadcasting complaints regarding weight, diet and obesity.

Your request was received by Ofcom on 27 November 2024 and passed to the Information Requests team. We sought clarification of your request on 29 November 2024, asking for a date range, and we received clarification on 5 December 2024. We have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*I was wondering if you would be able to provide me any data that specifically looks at what TV shows/radio programs have had the most complaints around issues regarding weight / diet / obesity.*

Clarified as: *the last 5 years.*

By way of background, complaints about broadcast standards are carefully assessed under Ofcom's Broadcasting Code ("the Code") which sets standards for programme content that all Ofcom licensees must follow. In line with our published [complaints procedures](#), we review every complaint we receive to consider whether it raises potentially substantive issues under the Code which warrant investigation by Ofcom. If we consider that these standards may have been breached, we will investigate. You can find decisions about complaints we have considered in [Ofcom's Broadcast and On Demand Bulletin](#), published every fortnight on our website.

We log complaints on our complaints database by category of the complaint issue with reference to the rules in the Code, but there is no specific category used exclusively to identify complaints falling under the topics you referred to. We have, however, run a search for any complaints containing the words "weight", "diet" and "obesity", and have identified 3830 complaints, relating to 326 cases, which fall within scope of your request. We have attached the data in PDF format, reflecting the data published in the Bulletins.

We are unable to provide any additional details about these complaints as we consider this information is exempt from disclosure under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts the disclosure of information where disclosure is prohibited by another enactment and Ofcom is prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business (such as information about complaints data) which we have obtained in the course of exercising our functions in relation to broadcast standards, unless we have the consent of that business or one of the statutory disclosure gateways under section 393(2) of the Communications Act 2003 is met.

We hope this information is helpful. 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](#).