

Reference: 01898101

Information Requests
information.requests@ofcom.org.uk

22 October 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning TV dialogue complaints.

We received this request on 24 September 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

I am requesting information on TV dialogue complaints.

- *How many TV dialogue/TV audio/dialogue intelligibility complaints did you receive between 1st January 2023 and 23rd September 2024?*
- *Please list the total number of TV dialogue/TV audio/dialogue intelligibility complaints television channels have received between 1st January 2023 and 23rd September 2024 in an Excel spreadsheet, including the complaint summary/reasons for the complaints*
- *Please include the top 20 TV programmes/films that received the most complaints for TV dialogue/TV audio/dialogue intelligibility*
- *Please include the top channels for TV dialogue/TV audio/dialogue intelligibility complaints*
- *Please include gender, age and UK region/location demographics of those that complained if possible*

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 topic you referred to. We have, however, run a search for any complaints containing the words “diction”, “pronunciation”, “dialogue”, “intelligibility”, “intelligible”, “unintelligible”, “audio quality”, “sound quality”, or “speech”, and have identified four complaints that fall within scope of your request, as follows:

Programme	Service	Transmission or Accessed Date	Issues	Outcomes
Programming	BBC	N/A	Other	Refer to BBC
Programming	GB News	29/03/23	Generally accepted standards	Out of remit
Weather	GB News	05/02/24	Generally accepted standards	Not pursued
Britain's Got Talent	ITV1	26/05/24	Other	Not pursued

We do not hold information on gender and age as we do not request these for broadcasting complaints.

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.

Please note that other exemptions, under the FOI Act, may also apply.

• *If you cannot provide exclusive complaints to TV dialogue/TV audio/dialogue intelligibility, please can you provide all complaints made regarding TV programmes in an Excel spreadsheet within the timeframe above.*

Please see our response above for the results we obtained when we ran a search for any complaints containing the words “diction”, “pronunciation”, “dialogue”, “intelligibility”, “intelligible”, “unintelligible”, “audio quality”, “sound quality”, or “speech”.

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,

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) 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](#).