

Reference: 1808577

Information Requests
information.requests@ofcom.org.uk

14 May 2024

Freedom of Information request: Right to know request

Thank you for your request for information about complaints relating to junior doctor strikes.

We received this request on 15 April 2024 and we have considered your request under the Freedom of Information Act 2000.

Your request

I was curious about how many complaints Ofcom has received about coverage of the strikes in the past year and if there is any significant difference increase. I'm happy for any response, be it a statement, interview, or directing me towards any statistics relevant to this topic.

Our response

By way of background, Ofcom logs complaints on our complaints database by category of the complaint issue (with reference to the rules in our codes). We are therefore unable to provide a definitive figure for complaints specifically about the junior doctor strikes.

We have however searched our database for complaints received which contain various key terms, and can provide information on the results as follows. Please note that these results may not capture all complaints on this subject if a variation of terminology was used in the complaint.

- Ofcom received 20 complaints from 16 April 2023 to 15 April 2024 which included both the words “doctor” and “strike”.
 - To put this figure in context, we received a total of 85,655 complaints across all issues in this time period.
 - As a point of comparison, from 16 April 2022 to 15 April 2023, there were 260 complaints containing the words “doctor” and “strike”, out of a total of 39,824 complaints across all issues.
- Ofcom received 22 complaints from 16 April 2023 to 15 April 2024 containing the words “junior doctor”.
 - As a point of comparison, from 16 April 2022 to 15 April 2023, there were 1,420 complaints containing the words “junior doctor”.
- Ofcom received 21 complaints from 16 April 2023 to 15 April 2024 which included both the words “doctor” and “pay”.
 - As a point of comparison, from 16 April 2022 to 15 April 2023, there were 1,692 complaints containing the words “doctor” and “pay”.

- Ofcom received 1 complaint from 16 April 2023 to 15 April 2024 which included both the words “doctor” and “dispute”.
 - As a point of comparison, from 16 April 2022 to 15 April 2023, there were 26 complaints containing the words “doctor” and “dispute”.

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