

Reference: 1900005

Information Requests
information.requests@ofcom.org.uk

28 October 2024

Freedom of Information request: Right to know request

Thank you for your request for information about complaints about Gogglebox.

We received this request on 30 September 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I am writing to make a request under the Freedom of Information Act 2000. I would like to know the number of complaints Ofcom has received regarding Iqra and Amani from Gogglebox, specifically in relation to their wearing of pro-Palestinian items, from October 2023 to the present day. Please include any available details about the nature of the complaints, provided that it does not breach any personal data protections.

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 services¹.

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, 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 the following link to our website: <https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins>

¹ See: <https://www.ofcom.org.uk/tv-radio-and-on-demand/information-for-industry/guidance/procedures>

Turning to your request, we received 12 complaints related to the issue your request refers to, all in respect of the episode broadcast on Channel 4 on 1 December 2023 and one complaint about the participants wearing a pro-Palestinian wristband. Those complaints were reported as not pursued in our Bulletin issue 488 on 18 December 2023.

We 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](#).