

Reference: 01979921

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

30 April 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about BBC Radio 1 news coverage complaints.

We received this request on 31 March 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request & our response

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*"Will you please provide the amount of times the BBC has had complaints made against their news coverage in relation to BBC Radio 1 inclusive of those made via Whatsapp. If you will ensure that the complaint review takes into account those highlighted incidents of flagrant bias in news delivery to the target audience of children, with the audio concerningly available later online having been edited to remove the references to Hamas and Israel coverage."*

We retain data for assessments for 5 years. We have checked our case management system and during this time we have received 20 complaints related to news on BBC Radio 1.

If you are referring to Israel/Hamas coverage, from 7 October 2023 onwards, we have three complaints about news on BBC Radio 1 on record, of which only two related to this matter, both of which were received ahead of the BBC first process and referred to the BBC.

We are unable to provide details of these complaints as these are exempt from disclosure pursuant to section 44 of the FOI Act. Under section 393 of the Communications Act 2003 we are prohibited from disclosing information which relates to a business 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 gateways under section 393(2) of the Communications Act 2003 is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

*"Are you sure you have no copy of the Balen report, please provide it under FOI."*

As advised in previous Freedom of Information request responses sent to you, dated [5 April 2024](#), [25 April 2024](#) and [24 May 2024](#), we do not hold a copy of the Balen report. It is a BBC-authored report which you may wish to request directly from the BBC.

*"<https://www.telegraph.co.uk/business/2024/01/20/how-tiktok-ate-kids-brains/> is medical proof that TikTok harms children, from a National News source. The BBC have no business breaking Guidelines to promote them. And you cannot let them as it relates to harm to children. And for clarity, the BBC Radio 1 based two further entire segments over the weekend totally on TikTok*

*content/trends/promotion, so if you are speaking to them about it they are simply ignoring you and carrying on. Under FOI what have you sent to the BBC in relation to this complaint?"*

We are neither able to confirm nor deny whether we have had any communication with the BBC regarding the referenced matters. We consider this information is exempt from disclosure pursuant to section 44 of the FOI Act. Under section 393 of the Communications Act 2003 we are prohibited from disclosing information which relates to a business 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 gateways under section 393(2) of the Communications Act 2003 is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

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](#).