

Reference: 02063636

Information Requests
information.requests@ofcom.org.uk

20 August 2025

Freedom of Information request: Right to know request

Thank you for your request concerning “character of service” obligations.

We received this request on 29 July 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request and our response

Clarification of Standards: Please provide precise criteria and documented benchmarks by which Ofcom evaluates whether a community radio station is meeting its "character of service" obligations, particularly where that service is aimed at a minority community.

Our [compliance principles for Key Commitments](#) set out some of the things we take into account when reviewing complaints about a station’s compliance with its character of service obligations. These apply to all community radio stations, including those where the service is aimed at a minority community.

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](#).