

Reference: 01956445

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

13 February 2025

## Freedom of Information request: Right to know request

Thank you for your follow-up request for information about broadcasting complaints regarding weight, diet and obesity, further to a [response](#) that was published on 11 December 2024.

Your follow-up request was received by Ofcom on 16 January 2025 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*Would it be possible at all to get an updated version of this to include all of the 2024 data?*

For background information on how Ofcom handles broadcasting complaints please refer to [this published response](#).

The figures we provided in that previous response were up until 29 November 2024. We have therefore run a search from that point until 31 December 2024.

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 topics you referred to. We have, however, run a search for any complaints containing the words “weight”, “diet” and “obesity”, and have identified 3 complaints, relating to 3 cases, which fall within scope of your request. We have attached the data in PDF format, reflecting the data published in the Bulletins.

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.

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