

Reference: 02066350

Information Requests
information.requests@ofcom.org.uk

11 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Fairness and Privacy complaints that have not been entertained.

We received this request on 20 August 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I would like to know how many complaints made by people who have appeared on unscripted television programmes under Fairness & Privacy have not been entertained since 2015. Please break down the complaints by year and give a summary of complaint and reason for not entertaining the complaint

Our response

The information you are after is not held in a readily accessible format. While we do record information on complaints and hold information on how many general Fairness and Privacy complaints have not been entertained, we would not be able to confirm how many of these related to "unscripted" television programmes without reviewing each and every complaint and checking whether the programme had been unscripted.

We consider that the information we hold on Fairness and Privacy complaints is exempt from disclosure under section 44 of the FOI Act, which provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

Other exemptions under the FOI Act, such as section 41 relating to information provided in confidence and section 43 relating to commercial interests, may also apply here.

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](#).