

Reference: 12175304

Information Requests
information.requests@ofcom.org.uk

24 March 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints about *Boiling Point* on Channel 4.

We received this request on 17 March 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I called Ofcom earlier this morning and was advised to send an email. Channel 4 aired a 5-part documentary series in February 1999 called 'Boiling Point'. I wondered if you would have information about how many, if any, complaints the show received?”

Our response

The requested information predates Ofcom and would have fallen under the remit of the Independent Television Commission (ITC) at that time. However, you can find one listing for *Boiling Point* in the ITC complaints report for May 1999 which is available on the National Archives website here:

https://webarchive.nationalarchives.gov.uk/ukgwa/20080713134752/http://www.ofcom.org.uk/static/archive/itc/itc_publications/complaints_reports/programme_complaints/show_complaint.asp-prog_complaint_id=189.html

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](#).