

OFCOM BROADCAST AND ON DEMAND BULLETIN

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Introduction

Under the Communications Act 2003 ("the Act"), Ofcom has a duty to set standards for broadcast content to secure the standards objectives¹. Ofcom also has a duty to ensure that On Demand Programme Services ("ODPS") comply with certain standards requirements set out in the Act².

Ofcom reflects these requirements in its codes and rules. The Broadcast and On Demand Bulletin reports on the outcome of Ofcom's investigations into alleged breaches of its codes and rules, as well as conditions with which broadcasters licensed by Ofcom are required to comply. The codes and rules include:

- a) [Ofcom's Broadcasting Code](#) ("the Code") for content broadcast on television and radio services licensed by Ofcom, and for content on the BBC's licence fee funded television, radio and on demand services.
- b) the [Code on the Scheduling of Television Advertising](#) ("COSTA"), containing rules on how much advertising and teleshopping may be scheduled on commercial television, how many breaks are allowed and when they may be taken.
- c) certain sections of the [BCAP Code: the UK Code of Broadcast Advertising](#), for which Ofcom retains regulatory responsibility for television and radio services. These include:
 - the prohibition on 'political' advertising;
 - 'participation TV' advertising, e.g. long-form advertising predicated on premium rate telephone services – notably chat (including 'adult' chat), 'psychic' readings and dedicated quiz TV (Call TV quiz services); and
 - gambling, dating and 'message board' material where these are broadcast as advertising³.
- d) other conditions with which Ofcom licensed services must comply, such as requirements to pay fees and submit information required for Ofcom to carry out its statutory duties. Further information can be found on Ofcom's website for [television](#) and [radio](#) licences.
- e) Ofcom's [Statutory Rules and Non-Binding Guidance for Providers of On-Demand Programme Services](#) for editorial content on ODPS (apart from BBC ODPS). Ofcom considers sanctions for advertising content on ODPS referred to it by the Advertising Standards Authority ("ASA"), the co-regulator of ODPS for advertising, or may do so as a concurrent regulator.

[Other codes and requirements](#) may also apply to broadcasters, depending on their circumstances. These include the requirements in the BBC Agreement, the Code on Television Access Services (which sets out how much subtitling, signing and audio description relevant licensees must provide), the Code on Electronic Programme Guides, the Code on Listed Events, and the Cross Promotion Code.

¹ The relevant legislation is set out in detail in Annex 1 of the Code.

² The relevant legislation can be found at Part 4A of the Act.

³ BCAP and ASA continue to regulate conventional teleshopping content and spot advertising for these types of services where it is permitted. Ofcom remains responsible for statutory sanctions in all advertising cases.

It is Ofcom's policy to describe fully television, radio and on demand content. Some of the language and descriptions used in Ofcom's Broadcast and On Demand Bulletin may therefore cause offence.

Broadcast Standards cases

In Breach

Catfish: The TV Show

MTV, 4 February 2018 at 16:00, 9 February 2018 at 13:00 and 10 February 2018 at 18:00

Introduction

MTV is a general entertainment channel available on a variety of digital platforms. The Licensee for this service is Viacom International Media Networks U.K. Limited ("Viacom" or "the Licensee").

Catfish: The TV Show is an hour-long US reality show in which presenters Nev and Max bring together couples who have developed relationships over the internet but have never met up previously in real life.

Ofcom received three complaints about offensive language in three different pre-watershed transmissions of one edition of *Catfish: The TV Show*. Immediately after the end credits in this episode, there was a preview of the next episode which included presenter Nev saying (apparently to a participant in the programme): "*You fucked up*".

We considered this raised potential issues under Rule 1.14 of the Code, which states:

"The most offensive language must not be broadcast before the watershed (in the case of television)..."

We therefore sought comments from the Licensee on how the above content complied with this rule.

Response

Viacom said that the preview for the next episode was not intended to be part of the broadcast, but had been broadcast "due to human error" due to incorrect labelling. It added that: "This incident is really unfortunate and has made us review our processes to ensure that human error like this cannot happen again". The Licensee described the steps it said it had since taken, including reviewing its current processes and making the relevant members of staff aware of the issue.

Decision

Reflecting our duties under the Communications Act 2003¹, Section One of the Code requires that people under eighteen are protected from unsuitable material in programmes.

Rule 1.14 states the most offensive language must not be broadcast before the watershed on television.

¹ <http://www.legislation.gov.uk/ukpga/2003/21/section/319>

Ofcom research² on offensive language clearly states that the word “fuck” and variations of it are considered by audiences to be among the most offensive language.

In this case the three broadcasts of the word “fucked” at three different times were clear examples of the most offensive language broadcast before the watershed. Our Decision is therefore that the broadcasts were in breach of Rule 1.14.

Breaches of Rule 1.14

² Attitudes to potentially offensive language and gestures on TV and radio, September 2016. See page 6 of the Quick Reference Guide:

https://www.ofcom.org.uk/data/assets/pdf_file/0023/91625/OfcomQRG-AOC.pdf

See also the main report:

https://www.ofcom.org.uk/data/assets/pdf_file/0022/91624/OfcomOffensiveLanguage.pdf

In Breach

Live: Herbal Medicine Sikh Channel, 7 June 2017, 16:00

Introduction

The Sikh Channel is a faith and cultural television channel for the UK Sikh community, broadcasting in Punjabi and English. The licence for this service is held by The Sikh Channel Community Broadcasting Company Limited ("the Sikh Channel" or "the Licensee").

Ofcom received a complaint that *Live: Herbal Medicine* promoted the presenter's homeopathic clinic. As the programme was broadcast mainly in Punjabi, Ofcom commissioned an independent English translation of the material and gave the Licensee an opportunity to comment on the accuracy of the translation. The Licensee accepted the translation and we therefore used it for the purposes of this investigation.

The programme was presented by a homeopathic practitioner who invited viewers to call him with "any question regarding any physical, mental or emotional issues". Throughout most of the broadcast, a banner (in English) was shown near the bottom of the screen, which said:

*"Live: Herbal Medicine – To take part in the show please call: [studio telephone number]
Contact: [telephone numbers of the presenter's homeopathic clinic]"*.

The presenter invited viewers to call the studio telephone number with their questions. He said:

"I will be in London for a while in the studio and will do the home visits at five o'clock. For this you can call on the mobile number [of his homeopathic clinic], and you can text as well. Viewers from the north can call from tomorrow onwards. Now you can call the landline. The number is on your screen and the number is [telephone number of the homeopathic clinic]".

The presenter discussed various medical conditions, for example:

Presenter: *"If you have any question regarding any physical, mental, or emotional issues, you can ask the question. Depression and anxiety are common and happen due to many diseases, like diabetes, thyroid, or any other existing disease, cancer and arthritis. When you are fed up and tense, it causes anxiety and depression, as well as phobias and fears, panic attacks, over thinking, negativity, and fear from closed doors as well, which forces patients to keep the doors open. They become so afraid, panicked, frustrated, and frightened. So, any kinds of questions on mental health, insomnia, lack of interest, lack of energy, depression and feelings of insecurity, masculine weakness in men, premature ejaculation, sexual dysfunction, increase in heart rate, palpitation, pumping, sweating, trembling, dry mouth, blurred vision, dizziness – these are the symptoms of anxiety, as well as nausea, indigestion or diarrhoea, loose motions, constipation and headaches. You may also feel light-headed with anxiety and depression. You may feel*

butterflies in the stomach and muscle tension, so these are the symptoms. Doctors prescribe beta-blockers like propranolol. These medicines don't have any positive effects. So, do not depend on any medicine, and when allopathic medicines don't work, you should start our medicines. Because those medicines have limitations and doctors don't have enough time, so we give counselling and cognitive therapies as well, and provide oral medicines as well".

Presenter: *"Panic attacks have many symptoms: phobias, washing hands repeatedly, OCD [obsessive-compulsive disorder], staying too long in the washroom, checking locks repeatedly, whether you locked the house and car or not, whether you turned off the gas or not. It can lead to suspicious behaviour, restlessness, impatience and fear of sitting in the plane. Some patients do not even travel to India, even if they want to. So, after taking our medicine, one person recently went to India. He was so afraid of water, he had a water phobia which gave a fight or flight reaction, and he had anxiety. After the treatment, he could go to India".*

Presenter: *"...people have schizophrenia in their family, in which people see unrealistic humans, three to four people sitting in black and white. They see hallucinations, hear things in their ears and see things that do not exist, hear unrealistic messages, can smell things that do not exist, like smelling burning tyres, hallucinations regarding being touched, even if no one is there, and they become afraid because of these things. So, some people whose psychosis or schizophrenia could not be controlled with many prescribed medicines, we have treated them with medicines with no side effects".*

Presenter: *"We have treatment for Parkinson's disease, which is usually found in elderly people. The level of the chemical dopamine decreases and is a neurotransmitter. After the treatment, it becomes normal".*

Presenter: [In response to a caller who explained that his son was born prematurely and spoke well until he largely stopped speaking aged four, possibly as the result of trauma. He said his son, who was now 24, wore a nappy and still did not speak well.] *"Did the doctor diagnose anything? What did he say?"*

Caller 2: *"The doctor asked for a brain scan. It will be done in August. I haven't received the letter yet, but they gave me a date for the procedure".*

Presenter: *"Yes, it is autism or learning difficulty. So, we have its solution. My number is there on the screen...You can meet us. We have a treatment for this; many children come to us... Call me on my number tomorrow or day after*

tomorrow...You can call from 11 in the morning to seven or eight in the evening..."

Caller 3: *"My age is 58...The problem is my neck pains, when I stretch...It has been 15 days. I went for massage and physiotherapy. When I take medicine, the pain goes away, but it starts again..."*

Presenter: *"...Note down my number...we will meet and see what the exact problem is"*

Caller 3: *"Can't you tell right now, what is the problem?"*

Presenter: *"No, we can't tell right now. Until then you can take [product name] and can take an ointment also...You can apply it and drink it"*

Presenter: [speaking to a caller who says her 82 year-old husband has had a stroke and now has difficulty talking] *"...the nerve gets damaged, as it is related to the tongue. Does he have diabetes and blood pressure?"*

Caller 4: *"Yes, the doctors said he has diabetes...Would your treatment be helpful?"*

Presenter: *"Yes, it would definitely be advantageous. We need to regenerate the damaged nerve. Then it would be advantageous. Diet also has to be controlled to control diabetes"*

Presenter: *"Did you write the number?"*

Caller 4: *"Yes, yes. I'll note down the number. But when can you come down to check?"*

Presenter: *"Please call me tomorrow. I will tell you after checking my diary"*

Caller 4: *"Okay, would you be able to come home?"*

Presenter: *"Yes I can"*

Presenter: *"...For those who cannot walk, eat, and are very old, home visit facility is also available. You can call us to fix an appointment. Today, we can meet after 5pm in London as well. And people are present seven days a week in our clinic, so you can call us, ask us for a visit, we will consult, and then we will start the treatment"*

Presenter: *"If we talk about lung problems, they include allergies, which cause bronchospasm, in which the food pipe becomes smaller, one cannot inhale and exhale properly. When the mucus is formed, the doctors give inhalers in bronchodilators. There are different kind of inhalers available, like blue, pink, etc, which are beneficial, but they are temporary. Our medicine cures permanently; you have to come and meet us".*

Presenter: *"There is treatment for pre-diabetes as well and it can be reversed. Please contact me... So, migraine also has a permanent cure. My wife also had migraines, but she is completely cured now. If any of you also have this problem, it can be treated".*

Presenter: *"Common surgical disorders can be treated without operation. Some people are afraid of operations, so kidney stone, gall bladder stone, piles, moles, which can bleed and sometimes come again even after treatment. Such things can be cured with medicines and creams".*

Presenter: *"There is treatment available for benign prostate enlargement. People can come for cancer prostate treatment; some people also come for its treatment. You can take medicines from your doctor as well as from us. There is no bad reaction or side effects".*

Presenter: *"Polycystic ovary disease also increases the weight. It is common in women and teenage girls. It also causes infertility, for which doctors prescribe metformin, which is a medicine for diabetes and doesn't have any effect. In fact, it causes infertility and increases weight, causes acne on the face, neck and back, so it is also treatable... you can order medicines or come to meet us".*

Presenter: *"So, many couples come who have infertility problems. We talked about polycystic ovary disease; it is also responsible for infertility... Secondly, women get endometriosis in the endometrium membrane, which is outside the uterus, in the colon and in the intestine, and can cause painful periods, painful intercourse, infertility, abnormal bleeding, like having continuous periods, bleeding between two menstrual cycles, and it can cause infertility. Treatment for this is also possible. The Fallopien tubes also get blocked due to endometriosis, because of which the secreted sperm cannot go ahead and it results in infertility. So, fertility increases after treatment. Fibroid is also common; it develops in the uterus, which can lead to miscarriage as the child cannot develop properly. Due to which a woman cannot give birth. Periods are also affected by stress and tension. Sperm production also gets*

affected...Some men have less or no sperm, it can be the reason for infertility...Infertility can be caused if a person has no motility or mobility, doesn't run, is too thin, or it could be hereditary. Treatment is also possible. Diseases like varicocele or hydrocele are also the causes of infertility. Hypergonadotropic hypogonadism is also the cause of infertility. Whatever the problem is, there are treatments available, after which fertility becomes normal. People wait to have kids for three years, four years, five years, ten years, and with increased age infertility becomes an issue. Family members, in-laws, and the couple get worried about it. It is treatable. Even if IVF fails, you can meet us. Sometimes after treatment, natural conception increases and the chances of IVF also gets better. IVF is not even needed at times. So, please pass on the number to people who might need it..."

Presenter: *"Mental fatigue is also common. People feel tired because of mental pressures. Some symptoms are hopelessness, confusion, low self-confidence, or diseases like multiple sclerosis or ulcerative colitis, due to which there is loss of appetite, increase in appetite, or acidity. Treatment for this is also possible".*

Presenter: *"Bladder problems and cystitis cause problems in the summer, like burning in urine and the person has to go to toilet many times, and this infection doesn't go away easily. Even after taking antibiotics. So it can be cured by taking alternative treatment".*

Presenter: *"You can take our treatment for breast tumour and cancer. You can come to us for consultation along with the medicines you are taking at the moment. Our head office is in Milton Keynes, where I am available seven days a week. Sometimes, I visit Birmingham and Manchester fortnightly; those who don't want to travel a lot can meet there".*

Presenter: *"The internal walls of the veins become weak and it causes swelling in the veins. It turns into varicose ulcer and varicose eczema that causes itching. We have the solution, so you can call us. We treat various veins, arteries, and cardiovascular diseases".*

Presenter: *"When a boy becomes a man and a girl becomes a woman, there are several hormonal changes. In this oil secretion gland, sebum expands and sebum is secreted, and it causes acne, blackheads and whiteheads. Doctors prescribe antibiotics like tetracycline, but they are not effective".*

Caller 7: *"Doctor, my wife is in so much pain. I have constant pain sometimes in the throat. Please tell me a solution for this".*

Presenter: *"...Does your wife worry about something?"*

Caller 7: *"Worry? Yes, yes, she worries a lot".*

Presenter: *"Okay, it might fibromyalgia, which causes pain in different parts of the body...We have a solution for it".*

Caller 7: *"...doctors have done x-rays and said there is a small lump in the throat".*

Presenter: *"Okay, a lump in the throat. It is different; the pain is not due to that. So, both these things go together".*

Caller 7: *"Yes, sometimes she has pain in the ear, sometimes in the shoulders, sometimes in the joints, and she gets fever and pain in the abdomen as well. She still has fever".*

Presenter: *"Does she cry?"*

Caller 7: *"Yes".*

Presenter: *"Got it, she gets emotional...You can note down my number...the numbers are mentioned on the screen...it is [reads out the number]"*

[After ending the phone call, the Presenter continues] *"...fibromyalgia is also called chronic fatigue syndrome... there is pain in different parts and it also causes anxiety and mental health issues. Women suffer from this. Their husbands also get worried about it. If you know anyone like this, contact us".*

Presenter: *"Psoriasis is a psychosomatic disease. It only happens to 1% of people. One out of 100 people have high levels of keratin. We have treatment for this as well".*

Ofcom considered this material raised potential issues under the following Code rule:

Rule 2.1 *"Generally accepted standards must be applied to the contents of television...services so as to provide adequate protection for members of the public from the inclusion in such services of harmful...material".*

Ofcom also requested information from the Licensee about any commercial arrangements associated with the references in the programme to the presenter's private business, a homeopathic clinic. Based on the information provided, we considered that the above material also raised potential issues under the following Code rules:

Rule 9.4 *"Products, services and trade marks must not be promoted in programming".*

Rule 9.5 “No undue prominence may be given in programming to a product, service or trade mark. Undue prominence may result from:

- the presence of, or reference to, a product, service or trade mark in programming where there is no editorial justification; or
- the manner in which a product, service or trade mark appears or is referred to in programming”.

We therefore sought comments from the Licensee on how the programme complied with these rules.

Response

The Sikh Channel said that after Ofcom made it aware of the complaint it withdrew any further programmes which featured the presenter. It also said that it had “no plans to make any further such broadcast with [the presenter] or any programming of its kind”.

The Licensee said that the presenter “only appeared in [the programme] subject to him adhering to Ofcom standards” and that he was expected to adhere to the Code. The Licensee acknowledged that this had not happened and added “that it should not have taken a complaint from Ofcom for [it] to react” and that it “should have been more vigilant”.

The Sikh Channel said that there was background context to the programme, namely that: “The broadcast was in Punjabi. Its audience is primarily elderly and ethnic who understand in the UK the necessity of checking anything to be ingested as medicine – to be subject to a visit to a GP”. The Sikh channel also noted that the “audience...has a perhaps higher regard for homeopathy than a purely western audience” and that it did “not believe in western medicine being the only route to good health”. The Licensee added that the presenter is “highly regarded at least overseas”.

However, the Sikh Channel also acknowledged that “homeopathic medical praise should always be accompanied by the need for a GP’s view first before embarking on any non western treatment not recommended by the NHS”. The Licensee said that it had been “caught between the broadcast being for both a UK audience and an online audience also in the Punjab, India”. The Sikh Channel said that the “chasm between India and the UK here was not properly grasped” and that it recognises “that our duty is to Ofcom in the UK and our UK audience”.

The Licensee acknowledged that “a key failure” in this case was that it did not advise its audience to seek the opinion of a GP about “any medicine not prescribed by a GP”. It added that the channel “always recommends” that viewers should consult their GP before taking any medication. It also said that the presenter “should have been challenged throughout his commentary on the primacy as he put it of homeopathy” and that “there should have been a warning to viewers that his views were his own, not endorsed by the channel”.

The Sikh Channel added that it recognised the presenter’s promotion of his own services was “a breach of [Rule] 9.4”.

Decision

Reflecting our duties under the Communications Act 2003¹, Section Two of the Code requires that generally accepted standards are applied so as to provide adequate protection for members of the public from the inclusion of harmful and/or offensive material. In addition, Section Nine of the Code requires that there is a distinction between advertising and editorial content.

Rule 2.1

Rule 2.1 requires, among other things, that generally accepted standards are applied to the content of television services so as to provide adequate protection from the inclusion in such services of harmful material.

Ofcom has taken account of the audience's and the broadcaster's right to freedom of expression, as set out in Article 10 of the European Convention on Human Rights. Ofcom must seek an appropriate balance between ensuring members of the public are adequately protected from material that may be harmful and the right to freedom of expression.

The broadcaster's right to freedom of expression allows it to discuss, within programmes, the perceived benefits of alternative and complementary medicine. Programmes may also provide lifestyle and health advice. However, to comply with the Code, broadcasters must ensure that they provide adequate protection to their audiences if programmes contain potentially harmful material.

In *Live: Herbal Medicine*, the presenter discussed a number of medical conditions and their various symptoms. In relation to a number of these conditions, the presenter dismissed, without challenge, the effectiveness of some conventional licensed medicines that are generally prescribed. For example, in relation to "*beta-blockers like propranolol*", the presenter stated that "[t]hese medicines don't have any positive effects. So, do not depend on any medicine, and when allopathic medicines don't work, you should start our medicines". Further, in relation to "*polycystic ovary disease*", the presenter stated that "[i]t also causes infertility, for which doctors prescribe metformin, which is a medicine for diabetes and doesn't have any effect. In fact, it causes infertility and increases weight, causes acne on the face, neck and back...". In relation to "*psychosis or schizophrenia*", the presenter stated that "*some people [whose conditions] could not be controlled with many prescribed medicines, we have treated...with medicines with no side effects*". In another example, the presenter stated that, in relation to hormonal changes resulting in acne, "[d]octors prescribe antibiotics like tetracycline but they are not effective".

In other cases, the presenter either acknowledged that there were benefits in conventional medicine, but implied that homeopathic remedies were more effective, or simply referred to homeopathic remedies as a cure for particular ailments. For example, in the relation to "*lung problems*", the presenter stated that "*the doctors give inhalers in bronchodilators...which are beneficial, but are temporary. Our medicine cures permanently; you have to come and meet us*". Further, in relation to "*Parkinson's disease*", the presenter stated that "[w]e have treatment...The level of the chemical dopamine decreases and is a neurotransmitter. After the treatment, it becomes normal". Similarly, in relation to "*bladder problems*", the

¹ <http://www.legislation.gov.uk/ukpga/2003/21/section/319>

presenter stated that, *"even after taking antibiotics...it can be cured by taking alternative treatments"*.

The presenter also appeared to diagnose conditions based on a brief discussion of symptoms, without physical examination or full knowledge of an individual's medical history. He then went on to give advice and recommend treatment based on his diagnosis. For example, in relation to one caller who was still awaiting a brain scan and medical diagnosis for their son, the presenter stated *"...it is autism or learning difficulty. So, we have its solution...We have a treatment for this; many children come to us"*.

In none of the examples did the presenter advise viewers to first consult their GP before taking the homeopathic remedies suggested. In a number of cases, this caveat was missing even when the presenter acknowledged that viewers might already be taking conventional medicine, for example, in relation to *"breast tumour and cancer"*, where the presenter stated that *"you can come to us for consultation along with the medicines you are taking at the moment"*.

Ofcom acknowledges that homeopathy is an established form of complementary or alternative medicine that is widely practised. We also acknowledged the Sikh Channel's comment that its audience may be more likely to have an interest in homeopathy. Our role is not to judge the merits of different systems of medicine, but to ensure that viewers are protected from potential harm in programmes.

It is for the Licensee to decide how it ensures that the material it broadcasts provides adequate protection for its viewers from potential harm. In considering the potential for harm, Ofcom takes into account a number of factors, such as: the severity of the situation; whether the material was targeted at a particularly vulnerable audience; and whether the claims were made by a speaker who is portrayed as having authority. We also take into account factors such as the absence of a range of information or views, and advice based on limited information².

In this case, the presenter claimed to be able to treat a number of serious illnesses and conditions, including cancer, schizophrenia, heart conditions and Parkinson's disease. He directly addressed viewers who were unwell, and therefore potentially vulnerable, and encouraged them to make appointments to see him. We took into account the Licensee's representations, that the presenter is *"highly regarded...overseas"*, and that there was no challenge to any of his claims (or his dismissal of conventional medicine), which may have reinforced the sense that he was an authoritative speaker.

Ofcom was also concerned that the programme appeared to directly encourage viewers to follow the presenter's advice without first consulting their own GP or seeking appropriate independent medical advice. While we took into account the Licensee's representations, that the audience of this particular programme would have likely understood the *"necessity of checking [with a GP] anything to be ingested as medicine"*, this assumption was not, in Ofcom's view, sufficient to protect viewers from harm. As acknowledged by the Licensee, a

² Ofcom has since published research *Health and wealth claims in programming: audience attitudes to potential harm*, setting out audience views on the potential harm arising from programmes involving health or wealth claims (see https://www.ofcom.org.uk/_data/assets/pdf_file/0016/104650/Health-claims-report.pdf) and guidance based on that research at: https://www.ofcom.org.uk/_data/assets/pdf_file/0023/104657/Section-2-Guidance-Notes.pdf).

“key failure” of the programme was not advising the audience to consult a GP “before embarking on any non-Western treatment not recommended by the NHS”.

Ofcom's view is therefore that generally accepted standards had not been applied to the Sikh Channel's content so as to provide adequate protection from harmful material, in breach of Rule 2.1 of the Code.

Rule 9.4

Rule 9.4 requires that products, services and trade marks are not promoted in programming. Ofcom's Guidance³ on this rule explains that, “where a reference to a product or service features in a programme...the extent to which a reference will be considered promotional will be judged by the context in which it appears...”.

In this case, the presenter discussed medical conditions raised by viewers who had called the studio telephone number in response to the message, “*Live: Herbal Medicine – To take part in the show please call: [studio telephone number]*”, which was shown in text throughout most of the programme. However, contact numbers for the presenter's own business were also provided verbally and shown in text at the bottom of the screen, for which there did not appear to be an editorial reason. The presenter not only discussed various medical conditions raised by callers but regularly solicited business in his capacity as a homeopath, by encouraging viewers to use the contact numbers shown. In Ofcom's view, such messages appeared to serve no purpose other than to promote the presenter's private business. We took into account that the Licensee recognised in its representations that the presenter's promotion of his own services was “a breach of [Rule] 9.4”.

Ofcom's view is therefore that the references to the presenter's business were in breach of Rule 9.4 of the Code.

Rule 9.5

Rule 9.5 requires that references to products, services or trade marks in programming must not be unduly prominent. Undue prominence may result from such references where there is no editorial justification or from the manner in which they are referred to. Ofcom's published guidance⁴ relating to undue prominence makes clear that “whether a product, service or trade mark appears in a programme...there must be editorial justification for its inclusion. The level of prominence given to a product, service or trade mark will be judged against the editorial context in which the reference appears”.

Throughout most of *Live: Herbal Medicine* numerous references were made to the presenter's profession and his business, for which contact details were provided, both by the presenter verbally and also in text which appeared at the bottom of the screen. As noted above, viewers were invited by the presenter to contact him for private appointments outside the programme. Ofcom considered that the presenter's services, provided by him in the course of his own business outside the programme, were given undue prominence, in circumstances where there did not appear to be any editorial justification for this.

³ <http://stakeholders.ofcom.org.uk/binaries/broadcast/guidance/831193/section9.pdf>

⁴ See footnote 3.

Ofcom's view is therefore that the references to the presenter's services were unduly prominent, in breach of Rule 9.5 of the Code.

Conclusion

Ofcom acknowledged the steps the Licensee said it had taken as a result of this broadcast. However, we remind the Licensee that, under the terms of its Ofcom broadcast licence, it is responsible for ensuring the material it broadcasts complies with the Code and that it must have in place sufficiently robust compliance procedures.

Breaches of Rules 2.1, 9.4 and 9.5

Broadcast Licence Conditions Cases

In Breach

Provision of information: Diversity in Broadcasting *Various licensees*

Introduction

Ofcom has a statutory duty under the Communications Act 2003 to take all such steps, as we consider appropriate, for promoting equality of opportunity in relation to employment and training by broadcasters, in terms of three of the 'protected characteristics' in the Equality Act 2010: gender, racial group and disability.

We wrote to all radio licensees in November 2017 requiring them to submit information to Ofcom in relation to the number of people employed in connection with the provision of their broadcast service, the numbers of freelancers working for them and the number of days per year for which they are licensed to broadcast. This information was to determine if the licensees met the threshold¹ requiring them to complete a more detailed questionnaire on their employees and equal opportunities arrangements.

We requested this information in accordance with the Licence Condition 9(1) "General provision of information to Ofcom" which states:

"The Licensee shall furnish to Ofcom in such manner and at such times as Ofcom may reasonably require such documents, accounts, returns, estimates, reports, notices or other information as Ofcom may require for the purpose of exercising the functions assigned to it by or under the 1990 Act, the 1996 Act, or the Communications Act...".

Failure by a licensee to submit this information when required represents a breach of a broadcast licence, as it means that Ofcom may be unable properly to carry out its regulatory duties. Licensees were given a final deadline of 24 November 2017 to submit the required information.

In Breach

The following licensees failed to submit the required information. These licensees have therefore been found in breach of Licence Condition 9(1) of their Community Radio licence.

Licensee	Service Name	Licence Number
3TFM Community Radio for Health	3TFM Community Radio for Health	CR000141
Awaaz Radio Limited	Awaaz Radio	CR000208

¹ Licensees employing more than 20 people in connection with the provision of their licensed services and authorised to broadcast for more than 31 days a year.

Investigations Not in Breach

Here are alphabetical lists of investigations that Ofcom has completed between 2 and 15 April 2018 and decided that the broadcaster or service provider did not breach Ofcom's codes, rules, licence conditions or other regulatory requirements.

Investigations conducted under the Procedures for investigating breaches of content standards for television and radio

Programme	Service	Transmission date	Categories
Frances and Friends	Sonlife	11/11/2017	Race discrimination/offence

For more information about how Ofcom conducts investigations about content standards on television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

Complaints assessed, not investigated

Here are alphabetical lists of complaints that, after careful assessment, Ofcom has decided not to pursue between 2 and 15 April 2018 because they did not raise issues warranting investigation.

Complaints assessed under the Procedures for investigating breaches of content standards for television and radio

Programme	Service	Transmission Date	Categories	Number of complaints
The 80s No Repeat Guarantee	Absolute 80s	29/03/2018	Race discrimination/offence	1
The Christian O'Connell Breakfast Show	Absolute Classic Rock	19/03/2018	Generally accepted standards	1
American Pickers	Blaze	22/03/2018	Offensive language	1
Swamp People	Blaze	22/03/2018	Animal welfare	1
This is BT Showcase HD	BT Showcase	03/04/2018	Generally accepted standards	1
Season of the Wolf (trailer)	CBS Action	12/02/2018	Violence	1
Ninja Warrior	Challenge	10/04/2018	Animal welfare	1
Advertisement	Channel 4	31/03/2018	Generally accepted standards	1
Are You Autistic?	Channel 4	28/03/2018	Disability discrimination/offence	1
Are You Autistic?	Channel 4	28/03/2018	Materially misleading	1
Channel 4 ident	Channel 4	01/04/2018	Generally accepted standards	1
Channel 4 ident	Channel 4	02/04/2018	Generally accepted standards	1
Channel 4 ident	Channel 4	02/04/2018	Generally accepted standards	1
Channel 4 News	Channel 4	16/01/2018	Due impartiality/bias	1
Channel 4 News	Channel 4	05/04/2018	Drugs, smoking, solvents or alcohol	1
Channel 4 News	Channel 4	08/04/2018	Violence	4
Gogglebox	Channel 4	30/03/2018	Gender discrimination/offence	5
Gogglebox	Channel 4	03/04/2018	Gender discrimination/offence	1
Gogglebox	Channel 4	06/04/2018	Animal welfare	4
Gogglebox	Channel 4	06/04/2018	Offensive language	1
Hollyoaks	Channel 4	04/04/2018	Generally accepted standards	1

Programme	Service	Transmission Date	Categories	Number of complaints
Homeland	Channel 4	08/04/2018	Generally accepted standards	1
I Don't Like Mondays	Channel 4	06/04/2018	Generally accepted standards	2
I Don't Like Mondays (trailer)	Channel 4	30/03/2018	Generally accepted standards	1
Lee and Dean	Channel 4	30/03/2018	Animal welfare	3
Lee and Dean	Channel 4	30/03/2018	Generally accepted standards	1
Lee and Dean	Channel 4	02/04/2018	Generally accepted standards	1
Russian Spy Assassins: The Salisbury Attack	Channel 4	26/03/2018	Animal welfare	1
Russian Spy Assassins: The Salisbury Attack	Channel 4	26/03/2018	Generally accepted standards	1
The Island with Bear Grylls	Channel 4	09/04/2018	Animal welfare	5
The Jewel of the Nile	Channel 4	02/04/2018	Nudity	1
The Job Interview	Channel 4	22/03/2018	Gender discrimination/offence	1
The Last Leg	Channel 4	16/03/2018	Hatred and abuse	1
The Million Pound Holiday Club	Channel 4	02/04/2018	Religious/Beliefs discrimination/offence	1
Ghost Stories (trailer)	Channel 4	02/04/2018	Due accuracy	1
Bargain-Loving Brits in the Sun	Channel 5	22/03/2018	Animal welfare	1
Bargain-Loving Brits in the Sun	Channel 5	22/03/2018	Violence	1
Can't Pay? We'll Take It Away!	Channel 5	25/03/2018	Generally accepted standards	1
Can't Pay? We'll Take It Away!	Channel 5	04/04/2018	Generally accepted standards	1
Most Shocking Sexist TV of All Time	Channel 5	31/03/2018	Generally accepted standards	1
Paddington 24/7	Channel 5	02/04/2018	Competitions	1
The Wright Stuff	Channel 5	25/01/2018	Generally accepted standards	1
The Wright Stuff	Channel 5	23/03/2018	Generally accepted standards	1
Undercover: Benefits Cheat	Channel 5	29/03/2018	Generally accepted standards	1
When Kids Kill	Channel 5	12/04/2018	Generally accepted standards	1
Red Bull Soap Box Racing	Dave	25/03/2018	Generally accepted standards	1
Programming	Dirty Talk	08/08/2017	Sexual material	1

Programme	Service	Transmission Date	Categories	Number of complaints
Born to Kill (trailer)	Drama	25/03/2018	Scheduling	1
First Dates (trailer)	E4	30/03/2017	Sexual material	1
Hollyoaks	E4	03/04/2018	Generally accepted standards	1
Made in Chelsea (trailer)	E4	09/04/2018	Offensive language	3
Naked Attraction	E4	01/03/2018	Generally accepted standards	1
New Girl	E4	30/03/2018	Scheduling	1
Evolution	Film4	01/04/2018	Offensive language	1
Fawlty Towers	Gold	09/04/2018	Race discrimination/offence	1
Programming	Heart FM	18/03/2018	Sexual material	1
JK & Lucy	Heart Radio	30/03/2018	Religious/Beliefs discrimination/offence	1
The Masque of the Red Death	Horror	25/03/2018	Generally accepted standards	1
Stories of the Prophets	Islam Channel	27/01/2018	Sexual orientation discrimination/offence	1
Ant and Dec's Saturday Night Takeaway	ITV	31/03/2018	Generally accepted standards	4
Ant and Dec's Saturday Night Takeaway	ITV	07/04/2018	Crime and disorder	4
Ant and Dec's Saturday Night Takeaway	ITV	07/04/2018	Generally accepted standards	4
Coronation Street	ITV	30/03/2018	Sexual orientation discrimination/offence	1
Coronation Street	ITV	04/04/2018	Disability discrimination/offence	1
Coronation Street	ITV	04/04/2018	Generally accepted standards	1
Coronation Street	ITV	06/04/2018	Religious/Beliefs discrimination/offence	1
Dickinson's Real Deal	ITV	28/03/2018	Competitions	1
Emmerdale	ITV	30/03/2018	Due accuracy	1
Emmerdale	ITV	30/03/2018	Sexual material	1
Emmerdale	ITV	04/04/2018	Due accuracy	1
Emmerdale	ITV	05/04/2018	Generally accepted standards	1
Emmerdale	ITV	10/04/2018	Sexual material	1
Good Morning Britain	ITV	27/03/2018	Due impartiality/bias	1
Good Morning Britain	ITV	04/04/2018	Offensive language	1

Programme	Service	Transmission Date	Categories	Number of complaints
ITV Evening News	ITV	30/03/2018	Generally accepted standards	1
ITV News	ITV	05/04/2018	Due impartiality/bias	1
K-9	ITV	30/03/2018	Scheduling	1
Loose Women	ITV	06/04/2018	Generally accepted standards	1
Marcella	ITV	09/04/2018	Violence	12
Seat's sponsorship of ITV mystery drama	ITV	02/04/2018	Sponsorship credits	1
The Chase	ITV	23/03/2018	Gender discrimination/offence	1
The Chase	ITV	03/04/2018	Undue prominence	1
The Chase	ITV	04/04/2018	Race discrimination/offence	1
The Cruise	ITV	05/04/2018	Disability discrimination/offence	1
The Investigator: A British Crime Story (trailer)	ITV	07/04/2018	Scheduling	1
The Jeremy Kyle Show	ITV	26/03/2018	Generally accepted standards	1
The Jeremy Kyle Show	ITV	03/04/2018	Generally accepted standards	1
The Jeremy Kyle Show	ITV	12/04/2018	Religious/Beliefs discrimination/offence	1
The Real Full Monty: Ladies Night	ITV	29/03/2018	Gender discrimination/offence	1
The Real Full Monty: Ladies Night	ITV	29/03/2018	Materially misleading	1
The Real Full Monty: Live	ITV	28/03/2018	Generally accepted standards	1
The Voice UK	ITV	31/03/2018	Generally accepted standards	1
The Voice UK	ITV	31/03/2018	Voting	1
The Voice UK	ITV	07/04/2018	Nudity	1
The Voice UK	ITV	07/04/2018	Race discrimination/offence	1
The Voice UK	ITV	07/04/2018	Sexual material	1
This Morning	ITV	28/03/2018	Generally accepted standards	1
Tipping Point	ITV	01/04/2018	Competitions	1
Wishfart	ITV	30/03/2018	Offensive language	1
You've Been Framed!	ITV	17/03/2018	Religious/Beliefs discrimination/offence	4
You've Been Framed!	ITV	24/03/2018	Dangerous behaviour	1

Programme	Service	Transmission Date	Categories	Number of complaints
You've Been Framed!	ITV	24/03/2018	Drugs, smoking, solvents or alcohol	1
Granada Reports	ITV Granada	23/03/2018	Due impartiality/bias	1
Celebrity Juice	ITV2	05/04/2018	Dangerous behaviour	2
The Real Housewives of Cheshire	ITVBe	02/04/2018	Generally accepted standards	1
The Real Housewives of Cheshire	ITVBe	09/04/2018	Generally accepted standards	3
Baksmällan (The Hangover)	Kanal 5 (Sweden)	03/03/2018	Gender discrimination/offence	1
Breaking News med Filip och Fredrik	Kanal 5 (Sweden)	07/03/2018	Race discrimination/offence	1
Get Him to the Greek	Kanal 5 (Sweden)	11/04/2018	Other	1
Entourage	Kanal 9 (Sweden)	02/04/2018	Gender discrimination/offence	1
Botched	Kanal 11 (Sweden)	02/04/2018	Gender discrimination/offence	1
Våra pinsamma kroppar	Kanal 11 (Sweden)	08/04/2018	Nudity	1
Urdu Drama	Kanshi TV	05/04/2018	Suicide and self harm	1
Kiss Breakfast: Cheat Codes	Kiss FM	22/03/2018	Sexual material	1
Beverly Turner	LBC 97.3 FM	24/03/2018	Generally accepted standards	1
Panjab Radio	Panjab Radio	02/04/2018	Appeals for funds	1
NASA's unexplained files	Quest	17/03/2018	Generally accepted standards	1
All Out Politics	Sky News	28/03/2018	Due impartiality/bias	1
Programming	Sky News	Various	Other	1
Sky News	Sky News	31/03/2018	Generally accepted standards	1
Sky News	Sky News	03/04/2018	Due accuracy	2
Premier League Football: Manchester City v Manchester United	Sky Sports Main Event	07/04/2018	Generally accepted standards	1
Goals on Sunday	Sky Sports Premier League	01/04/2018	Religious/Beliefs discrimination/offence	1
The Simpsons	Sky1	25/03/2018	Sexual orientation discrimination/offence	1
The Late Night Alternative with Iain Lee	Talk Radio	29/03/2018	Generally accepted standards	1
Masha and the Bear	Tiny Pop	01/04/2018	Generally accepted standards	1

Programme	Service	Transmission Date	Categories	Number of complaints
Rogue Assassin	TV6 (Sweden)	30/03/2018	Gender discrimination/offence	1
UTV Live	UTV	28/03/2018	Sexual material	1
Casillero del Diablo's sponsorship of Movies For Men	Various	09/03/2018	Religious/Beliefs discrimination/offence	1
Casillero del Diablo's sponsorship of Movies For Men	Various	31/03/2018	Religious/Beliefs discrimination/offence	1
Catherine Tate	Watch	16/03/2018	Disability discrimination/offence	1
Bob Monkhouse Million Joke Man	Yesterday	18/03/2018	Offensive language	1
Scariest Night of My Life (trailer)	Yesterday	29/03/2018	Scheduling	1

For more information about how Ofcom assesses complaints about content standards on television and radio programmes, go to:

https://www.ofcom.org.uk/data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

Complaints assessed under the Procedures for investigating breaches of content standards on BBC broadcasting services and BBC ODPS.

Programme	Service	Transmission Date	Categories	Number of complaints
BBC Question Time	BBC 1	01/03/2018	Due impartiality/bias	1
Autumnwatch	BBC 2	24/10/2017	Due impartiality/bias	1
Masterchef: The Professionals	BBC 2	21/12/2017	Crime and disorder	1
News Bulletin	BBC Radio 4	11/08/2017	Generally accepted standards	1
Today	BBC Radio 4	21/06/2017	Race discrimination/offence	1
Talkback	BBC Radio Ulster	09/03/2017	Due impartiality/bias	1

For more information about how Ofcom assesses complaints about content standards on BBC broadcasting services and BBC ODPS, go to:

https://www.ofcom.org.uk/data/assets/pdf_file/0002/100100/Procedures-for-investigating-breaches-of-content-standards-on-BBC-broadcasting-services-and-BBC-on-demand-programme-services.pdf

Complaints assessed under the General Procedures for investigating breaches of broadcast licences

Licensee	Licensed service	Categories
Alpha Radio Ltd	Rathergood Radio	Format
Drystone Radio Limited	n/a	Other
Global Radio Northwest Limited	Smooth Radio Lake District	Format
Governance Ministries	TBN UK	Other
ITV Broadcasting Limited	ITV	Television Access Services
Made in Birmingham Ltd	Made in Birmingham	Programming Commitments (local TV)
Made in Liverpool 2016 Ltd	Made in Liverpool	Programming Commitments (local TV)
That's Productions Limited	That's Norfolk	Programming Commitments (local TV)
Ullans Speakers Association	Fuse FM	Key Commitments

For more information about how Ofcom assesses complaints about broadcast licences, go to:
https://www.ofcom.org.uk/data/assets/pdf_file/0019/31942/general-procedures.pdf

Complaints outside of remit

Here are alphabetical lists of complaints received by Ofcom that fell outside of our remit. This is because Ofcom is not responsible for regulating the issue complained about. For example, the complaints were about the content of television, radio or on demand adverts or an on demand service that does not fall within the scope of regulation.

For more information about what Ofcom's rules cover, go to: <https://www.ofcom.org.uk/tv-radio-and-on-demand/how-to-report-a-complaint/what-does-ofcom-cover>

Complaints about television or radio programmes

For more information about how Ofcom assesses complaints about television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

Programme	Service	Transmission Date	Categories	Number of complaints
Advertisement	Absolute Classic Rock	08/04/2018	Advertising content	1
Programming	BBC channels	Various	Outside of remit	1
Live UFC 223	BT Sport 2	08/04/2018	Outside of remit	1
Advertisement	Channel 4	07/04/2018	Advertising content	1
Advertisements	Channel 4	04/04/2018	Advertising content	1
n/a	Channel 4 HD (Freesat)	n/a	Other	1
Springtime On The Farm	Channel 5	12/04/2018	Outside of remit	1
Advertisement	Classic FM	30/03/2018	Advertising content	1
Gotham	E4	10/04/2018	Outside of remit	1
Advertisement	ITV	06/04/2018	Advertising content	1
Change Your Tune	ITV	01/04/2018	Outside of remit	1
Change Your Tune	ITV	08/04/2018	Outside of remit	1
The Real Full Monty: Ladies Night	ITV	11/04/2018	Outside of remit	1
Advertisement	ITV2	01/04/2018	Advertising content	1
Advertisement	ITV2	06/04/2018	Advertising content	1
Advertisement	ITV4	30/03/2018	Advertising content	1
Advertisement	n/a	03/04/2018	Advertising content	1
Sky News App	n/a	31/03/2018	Generally accepted standards	1
Advertisements	Pick	05/04/2018	Advertising content	1
Programming	Reading Community Radio	n/a	Other	1
Advertisement	Really	01/04/2018	Advertising content	1
Advertisement	Really	30/03/2018	Advertising content	1

Programme	Service	Transmission Date	Categories	Number of complaints
Advertisement	Sky Sports Main Event	07/04/2018	Advertising content	1
Programming	TJC	08/03/2018	Advertising content	1
Advertisements	Various	07/04/2018	Advertising content	1

BBC First

The BBC Royal Charter and Agreement was published in December 2016, which made Ofcom the independent regulator of the BBC.

Under the BBC Agreement, Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC and the BBC has reached its final decision (the 'BBC First' approach).

The complaints in this table had been made to Ofcom before completing the BBC's complaints process.

Complaints about BBC television, radio or on demand programmes

Programme	Service	Transmission or Accessed Date	Categories	Number of Complaints
BBC News	BBC 1	03/04/2018	Due accuracy	2
BBC News	BBC 1	04/04/2018	Due impartiality/bias	1
BBC News	BBC 1	06/04/2018	Due impartiality/bias	1
BBC Weather	BBC 1	11/02/2018	Promotion of products/services	1
Have I Got News for You	BBC 1	06/04/2018	Due impartiality/bias	1
MasterChef	BBC 1	04/04/2018	Generally accepted standards	1
Question Time	BBC 1	01/03/2018	Due impartiality/bias	1
The Generation Game	BBC 1	01/04/2018	Other	1
Episodes	BBC 2	06/04/2018	Offensive language	1
Newsnight	BBC 2	14/03/2018	Due impartiality/bias	1
Newsnight	BBC 2	15/03/2018	Due impartiality/bias	2
Programming	BBC 2	Various	Due impartiality/bias	1
BBC News	BBC channels	27/03/2018	Due impartiality/bias	1
Swansea City v Tottenham Hotspur	BBC iPlayer Radio	17/03/2018	Other	1
Afternoon Live	BBC News Channel	15/03/2018	Due accuracy	1
BBC News	BBC News Channel	03/04/2018	Due impartiality/bias	1
BBC News	BBC News Channel	07/04/2018	Religious/Beliefs discrimination/offence	1
BBC News	BBC News Channel	08/04/2018	Due impartiality/bias	1
BBC News Channel	BBC News Channel	30/03/2018	Due impartiality/bias	1
Brexitcast	BBC News channel	30/03/2018	Due impartiality/bias	1
Steve Wright in the Afternoon	BBC Radio 2	11/04/2018	Promotion of products/services	1
Archive on 4: 50 Years On: Rivers of Blood	BBC Radio 4	14/04/2018	Race discrimination/offence	3
Today	BBC Radio 4	28/03/2018	Generally accepted standards	1
Today	BBC Radio 4	03/04/2018	Due impartiality/bias	1

Programme	Service	Transmission or Accessed Date	Categories	Number of Complaints
Chelsea Norris Breakfast Show	BBC Radio Manchester	05/04/2018	Offensive language	1
Shereen Nanjani	BBC Radio Scotland	07/04/2018	Race discrimination/offence	1

Investigations List

If Ofcom considers that a broadcaster or service provider may have breached its codes, rules, licence condition or other regulatory requirements, it will start an investigation.

It is important to note that an investigation by Ofcom does not necessarily mean the broadcaster or service provider has done anything wrong. Not all investigations result in breaches of the codes, rules, licence conditions or other regulatory requirements being recorded.

Here are alphabetical lists of new investigations launched between 2 and 15 April 2018.

Investigations launched under the Procedures for investigating breaches of content standards for television and radio

Programme	Service	Transmission date
The Wright Stuff	Channel 5	15/03/2018
Crosstalk	RT	13/04/2018
Crosstalk	RT	16/04/2018
News	RT	18/03/2018
News	RT	30/03/2018
Sputnik	RT	17/03/2018
Sputnik	RT	07/04/2018
Worlds Apart with Oksana Boyko	RT	01/04/2018
Mid Mornings	Talk Radio	08/03/2018
Cartoon	That's Oxford	17/03/2018
Rob Jones Show	Time 107.5	13/03/2018

For more information about how Ofcom assesses complaints and conducts investigations about content standards on television and radio programmes, go to:

https://www.ofcom.org.uk/data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

Investigations launched under the Procedures for the consideration and adjudication of Fairness and Privacy complaints

Programme	Service	Transmission date
Can't Pay? We'll Take it Away!	Channel 5	26/04/2017
The Wright Stuff	Channel 5	06/03/2018

For more information about how Ofcom considers and adjudicates upon Fairness and Privacy complaints about television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0031/57388/fairness-privacy-complaints.pdf

For information about how Ofcom considers and adjudicates upon Fairness and Privacy complaints on BBC Broadcasting Services and BBC ODPS, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0003/100101/Procedures-for-the-consideration-and-adjudication-of-Fairness-and-Privacy-complaints.pdf

Investigations launched under the General Procedures for investigating breaches of broadcast licences

Licensee	Licensed Service
Gravity FM CIC	Gravity FM

For more information about how Ofcom assesses complaints and conducts investigations about broadcast licences, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0019/31942/general-procedures.pdf