

Ofcom ref: 00511288

Information Requests

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

25 January 2018

**Ref: 00511288, Freedom of Information:  
Right to Know Request**

Thank you for your request for information dated 17 January 2018, which Ofcom has considered under the Freedom of Information Act 2000.

**Your request**

We understand that your request is for: (i) the number of complaints received by Ofcom in 2017 arising from the BBC's online news content; (ii) how many of these were further investigated by Ofcom; (iii) how many resulted in Ofcom making a recommendation to the BBC; (iv) how many recommendations the BBC accepted; and (v) how many complaints were made to Ofcom about all BBC content.

**Ofcom's response**

Website content

Ofcom publishes all complaints regarding BBC online material, falling within its remit, in our *Bulletin for complaints about BBC online material*, which is publicly available on our website:

<https://www.ofcom.org.uk/about-ofcom/latest/bulletins/bbc-online-bulletin>.

Details about the number of complaints we have received about online material and how we investigated them can be found in that bulletin.

As you will note from the bulletin, we have so far identified one complaint that raises potentially substantive issues under the relevant BBC editorial guidelines and therefore warrants further consideration by Ofcom. We have not yet reached an Opinion on this complaint, but this will be published on our website once an Opinion has been reached.

All other BBC content

Ofcom publishes all content standards and Fairness and Privacy complaints, falling within its remit, received in relation to the BBC's broadcast content and Video on Demand content in our *Broadcast and On Demand Bulletin*, which is publicly available on our website:

<https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins>.

We hope this information is of assistance. If you have any queries, please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Information Requests

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[www.ofcom.org.uk](http://www.ofcom.org.uk)

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### **Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exception cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF