

Reference: 00597040

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

12 September 2018

Ref: 00597040 Freedom of Information: Right to Know Request

Thank you for your request for the number of complaints about *Celebrity Big Brother 2018*, which was received by Ofcom on 31 August and has been considered under the Freedom of Information Act 2000.

For your information, complaints about broadcast standards are carefully assessed under Ofcom's Broadcasting Code, which sets strict standards for programme content which broadcasters must follow. If we consider that these rules may have been broken, we work swiftly to investigate. Should we conclude our rules have been broken, we have the power to impose sanctions on broadcasters.

You can find decisions about complaints we have received in Ofcom's Broadcast and On Demand Bulletin, published every fortnight on our website here:

<http://stakeholders.ofcom.org.uk/enforcement/broadcast-bulletins>.

In addition, Ofcom statistics on those programmes that received more than 10 standards complaints are published on our website in the weekly audience complaints reports here:

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

To answer your questions:

The number of complaints received to date regarding *Celebrity Big Brother* summer 2018.

27,302 (as of 11 September 2018).

The number of complaints received, to date, about *Celebrity Big Brother* summer 2018 episode from 30 August 2018.

21,505 (as of 11 September 2018).

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

Yours sincerely,

Jerin John

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 exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Jacqui Gregory
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