

Reference: 577706

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

17 September 2018

Freedom of Information: Right to know request

Thank you for your request for a copy of Ofcom's letter to the BBC regarding complaint number 00540173 about Jeremy Bowen.

This was received by Ofcom on 26 August and it has been considered under the Freedom of Information Act 2000 ("the Act").

Ofcom's letter (dated 24 August) to the BBC is exempt from disclosure under [section 44 of the Act](#). This exemption provides that information should be withheld when its disclosure is prohibited by other legislation. [Section 393 of the Communications Act 2003](#) prevents Ofcom disclosing information about a particular business (e.g. correspondence with external parties about a complaint raised in relation to BBC News) unless we have the consent of that business or releasing that information helps Ofcom to carry out its duties, neither of which apply here.

We can however inform you that a key message in this letter was to emphasise the importance of providing appropriate contextual information about contributors, especially when a contributor's extreme or controversial statements could be interpreted as being illustrative or representative of the views of others.

We would like to thank you once again for taking the time to raise your concerns.

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

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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