

Ofcom ref: 00499106

22 December 2017

Ref: 00499106, Freedom of Information: Right to Know Request

Thank you for your request for information which was received on 28 November 2017.

You requested a “list of the moments or episodes on television from the last three years which have drawn in the most complaints”. You requested the information in a PDF format and in chronological order by the most complaints.

Complaints about broadcast standards are handled under *Procedures for handling complaints, investigations and sanctions on TV, radio and video-on-demand services*¹. After an initial assessment, we then consider whether there may have been a breach of our rules, including the Broadcasting Code. In cases where we think there may have been a breach, we will launch an investigation. The possible outcomes of an investigation are that we decide an issue is in breach, resolved or not in breach of our rules. Ofcom’s Broadcast and On Demand Bulletin, published every fortnight on our website, includes decisions about the complaints we have considered here:
<https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins>.

Taking into account that you did not cite a specific number of entries for your request, we have responded to your request in terms of the top 10 most complained about programmes by specific date from 1 January 2015 to 1 December 2017.

The results are attached in Annex A. We have provided this as an Excel spreadsheet as this better fits the way this data is extracted from our database and is more user friendly for accessing the results in one view.

I 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,

Information Requests

¹ Available at:

<https://www.ofcom.org.uk/tv-radio-and-on-demand/information-for-industry/guidance/procedures>

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