

Ofcom ref: 00498051

Alistair Hall  
Information Requests  
Direct line: 020 77834445  
Email: [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

6 December 2017

## Ref: 00498051, Freedom of Information: Right to Know Request

Thank you for your request for information which was received on 24 November 2017.

You requested the number of complaints “to the TV channels CBBC and CBeebies from 3 April 2017 to the most recent possible date”, with detail of the programme, category, date, and outcome of the complaints. You requested the information in the form of an electronic/digital copy and for each programme to be listed separately in the results.

Complaints about broadcast standards are handled under *Procedures for handling complaints, investigations and sanctions on TV, radio and video-on-demand services*<sup>1</sup>. 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>.

We do not hold information on complaints received directly by the BBC, and therefore I have responded to your request in terms of complaints received by Ofcom about CBBC and CBeebies programmes from 3 April 2017 to 24 November 2017. Ofcom received three complaints in this period.

Although you have requested this information in an electronic form, given the low number of complaints it is more practicable for Ofcom to provide this in an integrated table below, which you can then paste into an Excel spreadsheet or similar if required.

Programme	Broadcaster	Transmission Date	Categories	Outcomes
The Zoo	CBBC	30/08/2017	Offensive language	Refer to BBC
The Playlist	CBBC	08/07/2017	Offensive language	Refer to BBC
Meet the Kittens	CBeebies	04/06/2017	Violence	Refer to BBC

<sup>1</sup> Available at:

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

Under our procedures, 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. All these complaints were made to Ofcom before completing the BBC's complaints process, and therefore were directed to complete the BBC complaints process.

I hope this information is of assistance. If you have any queries, then 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,

Alistair Hall

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