

Reference: 647259

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Freedom of Information: Right to know request

Thank you for your request for information about the BBC Radio 1 Show *The 8th with Charlie Sloth*.

This was received by Ofcom on 13 December and it has been considered under the Freedom of Information Act 2000.

You asked:

Number of complaints about BBC Radio 1's show 'The 8th with Charlie Sloth' (6 November 2017 - 18th October 2018).

Ofcom's reporting processes and remit over the BBC

Complaints about broadcast standards are carefully assessed under Ofcom's Broadcasting Code which sets strict standards for programme content that broadcasters must follow. If we consider that these standards may have been breached, we will swiftly investigate. If we conclude that the standards set out in our Code have been breached, 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>.

For complaints about the BBC, a new BBC Royal Charter and Agreement was published in December 2016, which gave Ofcom new regulatory powers over the BBC. Ofcom took up its new responsibilities on 3 April 2017. Please note that under the new 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.

Your request for information

Although details of all complaints we have considered are listed in the Bulletins, for ease of reference the relevant complaints are listed below.

Programme	Service	Transmission date	Number of complaints	Issue	Bulletin issue
Charlie Sloth Show	BBC Radio 1	16/5/18	1	Generally accepted standards	355

The 8 th with Charlie Sloth: The Call Centre	BBC Radio 1	4/10/18	1	Generally accepted standards	364
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These complaints were made to Ofcom before completing the BBC's complaints process, and therefore were directed to complete the BBC complaints process first.

We hope this information is helpful. If you have any queries, 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:

Corporation Secretary
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