

Ofcom ref: 00503269

3 January 2018

Ref: 00503269, Freedom of Information: Right to Know Request

Thank you for your request for information on complaints received by Ofcom about the programme *Match of the Day*. Your request was received on 12 December 2017 and I am dealing with it under the terms of the Freedom of Information Act 2000.

You requested the total number of complaints received concerning the BBC's Match of the Day in 2015, 2016 and 2017, to include Match of the Day 2 and any other output relating to the show such as online or social media.

You requested this information to include detail of the complaint where it relates to a particular individual or individuals, such as one of the presenters, pundits or guests, and details of the action taken.

You also requested to receive any information electronically, preferably as a data set such as Excel format.

Ofcom's remit over the BBC

Before responding, I need to clarify Ofcom's role in this area.

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.

Prior to this date, complaints relating to programmes on BBC services funded by the licence fee about due accuracy, due impartiality, elections and referendums fell outside Ofcom's remit. Regulatory responsibility for such complaints sat with the BBC Trust. Complaints about all other areas, such as harm and offence, were considered by Ofcom against the requirements of its Broadcasting Code.

Since 3 April 2017, Ofcom has also had a role in regulating the BBC's broadcast, on-demand and online content.

Your request for information

Complaints about BBC standards are handled under Ofcom's Procedures for investigating breaches of content standards on BBC broadcasting services and BBC on demand, available here:

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

[industry/guidance/procedures](#). These procedures require that, in most instances, complaints are first considered by the BBC.

Ofcom's Broadcast and On Demand Bulletin, published every fortnight on our website, includes decisions about the complaints we have received as well as a summary of the complaint. Issues of the Bulletin are available via the following link to our website: <https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins>

Although details of all complaints we have considered about the BBC are listed in the Bulletins, for ease of reference I have attached a table, Annex A, of complaints related to *Match of the Day* from 1 January 2015 to 12 December 2017 in the form published in the bulletins.

Complaints highlighted in yellow fell outside Ofcom's regulatory responsibility at that time and sat with the BBC Trust, and we did not therefore consider the complaints.

Complaints highlighted in green, received after 3 April 2017, were made to Ofcom before completing the BBC's complaints process, and therefore were directed to complete the BBC complaints process.

For all other cases, after careful assessment of the complaints and the broadcast material, Ofcom did not identify any issues that warranted further investigation.

Ofcom is unable to disclose further details of the complaints beyond that provided, and as listed in the Bulletins. [Section 44 of the Act](#) prevents organisations releasing information if another act has said that it shouldn't. [Section 393 of the Communications Act](#) prevents Ofcom releasing information if it is about a particular business, unless we have the consent of that business or releasing that information helps Ofcom to carry out its duties, neither of which apply here.

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

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