

Ofcom ref: 00548868

Information Requests
Email: information.requests@ofcom.org.uk

4 July 2018

Ref: 00548868 Freedom of Information: Right to Know Request

Thank you for your request for information on complaints by participants in television and radio programmes. Your request was received on 7 June 2018 and we are dealing with it under the terms of the Freedom of Information Act 2000 ("the Act").

You requested the following information:

- 1) *The total number of complaints made to Ofcom between 1 January 2018 and 31 May 2018 that contain the word "YouTube" (including complaints that mention YouTube where YouTube is not actually subject to complaint); and*
- 2) *Copies of the complaints received by Ofcom mentioned in Q1) above.*

For your information complaints about broadcast standards are carefully assessed under the Code, which sets strict standards for programme content which broadcasters must follow. If we consider that these rules may have been broken, we work swiftly to investigate. Should we conclude our rules have been broken, 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>.

Turning to your request, we have searched our records of cases from 1 January to 31 May 2018 to identify any referring to YouTube. Details are below, in the form published in the respective Bulletins. In all these cases, YouTube was referred to in the vein of supporting information rather than subject to direct complaint.

Complaints assessed, not investigated

After careful assessment of the complaints and the broadcast material, Ofcom did not identify any issues which warranted further investigation under its rules.

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Mr Bean The Animated Series	CITV	22/01/2018	Offensive language	1
The Chase	ITV	28/02/2018	Competitions	2

Sky News	Sky News	12/03/2018	Generally accepted standards	1
Sky News	Sky News	20/04/2018	Due accuracy	1

Complaints outside remit

These were the complaints received by Ofcom that fell outside of our remit. This is because Ofcom is not responsible for regulating the issue complained about. For example, the complaints were about the content of television, radio or on demand adverts or an on demand service that does not fall within the scope of regulation.

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Advertisement	Jewellery Maker	10/01/2018	Advertising content	1
Advertisement	ITV	13/05/2018	Advertising content	1

Ofcom is unable to disclose further details of the complaints beyond that 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.

We 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