

Request for Information: Freedom of Information Act

Thank you for your request for information dated 16 July where you asked about complaint numbers for the series Love Island. This has been considered under the Freedom of Information Act 2000.

You asked:

"I would like to know the exact amount of complaints for this years Love Island and the total amount of complaints for 2016 Love Island."

By way of background to your request, complaints about content standards are assessed in accordance with Ofcom's Procedures for investigating breaches of content standards for television and radio . We review every complaint we receive to make an initial assessment. We then review the relevant broadcast content to consider whether it raises potentially substantive issues under the Ofcom Broadcasting Code which warrant investigation. When assessing material under the Code, in addition to giving consideration to material against the requirements of the relevant Code rules, we also take account of other relevant factors such as: our published Guidance on the Code; precedent cases; and, audience research.

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 statutory 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>.

With regard to your request, I can confirm there were 40 complaints for the 2016 series of Love Island.

There were 4,195 complaints for the 2018 series of Love Island as at 2 August 2018.

For more detail on the complaints please refer to the fortnightly complaints bulletins. The link is provided above.

Kind regards
Julia Snape

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