

Reference: 575597

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

13 September 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about website maintenance and rules regarding racial abuse on TV.

This was received by Ofcom on 18 August and it has been considered under the Freedom of Information Act 2000 (“the Act”).

Please see our response to each of your requests below:

- a list of scheduled website maintenance dates for 2016, 2017 and 2018; and the areas of the website being maintained

Ofcom does not hold a list of scheduled website maintenance dates for 2016, 2017 and 2018.

- rules ofcom has with regards to racial abuse on tv

Please visit our website where you will find Ofcom’s codes and rules for TV and radio services including the Ofcom Broadcasting Code: <https://www.ofcom.org.uk/tv-radio-and-on-demand/broadcast-codes/broadcast-code>. When assessing a broadcast standards complaint with regards to racial abuse on TV, the relevant rules that apply fall under section two: harm and offence (section 2.3) and section three: crime disorder, hatred and abuse (sections 3.2 and 3.3) of the Code.

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,

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

Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

Switchboard: +44 (0)20 7981 3000
or +44 (0)300 123 3000

www.ofcom.org.uk

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:

Jacqui Gregory
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