

Freedom of Information: Right to know request

Thank you for your request for information on complaints about television soaps. Your request was received on 20 March and I am dealing with it under the terms of the Freedom of Information Act 2000 ("the Act").

You requested the detail of complaints received by Ofcom about Ex on the Beach in 2017 and Love Island in 2016. Before responding to your question, I would like to provide some background information on Ofcom's complaints procedures and reporting.

Complaints about content standards are handled under Ofcom's Procedures for investigating breaches of content standards for television and radio[1].

Individual complaints received by Ofcom are assigned to cases. A case is opened when Ofcom is assessing a specific programme or issue and may consist of one or more complaints.

Ofcom assesses every complaint it receives. Based on an initial assessment of the complaint and a consideration of the related content, Ofcom will consider whether there may have been a breach of the Broadcasting Code (or other Ofcom codes or licence conditions). In cases where Ofcom considers there may have been a breach, it will launch an investigation. The possible outcomes of an investigation are that we judge an issue is in breach, resolved or not in breach of our rules.

Ofcom's Broadcast and On Demand Bulletin, published every fortnight on our website, includes decisions about the complaints we have considered. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, and those which, after careful assessment, Ofcom has decided not to pursue because they did not raise issues warranting investigation. The Bulletins can be accessed via the following link to our website: <https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins>

You can therefore find details of complaints we have considered about the programmes you listed in the Bulletins. However, for ease of reference I have compiled a list of relevant cases below, in the form published in the respective Bulletins.

For all the following cases, after careful assessment of the complaints and the broadcast material, Ofcom did not identify any issues which warranted further investigation under its rules.

Ex on the Beach
Programme

Broadcaster

Transmission Date

Categories

Number of complaints

Bulletin issue

Ex On The Beach

MTV

17/1/2017

Generally accepted standards

1

323

Love Island
Programme

Broadcaster

Transmission Date

Categories

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

Number of complaints

Bulletin issue

Love Island

ITV2

30/05/2016

Drugs, smoking, solvents or alcohol

1

307

Love Island

ITV2

31/05/2016

Offensive language

1

307

Love Island

ITV2

01/06/2016

Gender discrimination/offence

1

307

Love Island

ITV2

03/06/2016

Offensive language

1

307

Love Island

ITV2

05/06/2016

Sexual material

1

308

Love Island

ITV2

19/06/2016

Sexual material

1

308

Love Island

ITV2

26/06/2016

Other

1

309

Love Island

ITV2

08/06/2016

Sexual material

1

309

Love Island

ITV2

15/06/2016

Generally accepted standards

1

309

Love Island

ITV2

16/06/2016

Generally accepted standards

1

309

Love Island

ITV2

16/06/2016

Generally accepted standards

1

309

Love Island

ITV2

21/06/2016

Generally accepted standards

1

309

Love Island

ITV2

22/06/2016

Sexual material

8

309

Love Island

ITV2

23/06/2016

Sexual material

1

309

Love Island

ITV2

27/06/2016

Generally accepted standards

1

309

Love Island

ITV2

01/07/2016

Drugs, smoking, solvents or alcohol

1

309

Love Island

ITV2

27/06/2016

Offensive language

1

309

Love Island

ITV2

07/07/2016

Generally accepted standards

1

309

Love Island

ITV2

30/06/2016

Generally accepted standards

2

312

Love Island

ITV2

01/07/2016

Sexual material

4

312

In addition to the above cases, for Love Island, the following case was referred for investigation by Ofcom and then judged not to be in breach of the Broadcasting Code.

Programme

Broadcaster

Transmission Date

Categories

Number of complaints

Love Island

ITV2

30/06/2016

Sexual material

7

Additional details of the case were published in Bulletin 312, see:

https://www.ofcom.org.uk/__data/assets/pdf_file/0031/88708/Issue_312_of_Ofcoms_Broadcast_and_On_Demand_Bulletin.pdf

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:

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