

Ofcom ref: 00543890

Information Requests  
Email: [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

31 May 2018

## Ref: 00543890 Freedom of Information: Right to Know Request

Thank you for your request for information on complaints about CBBC. Your request was received on 18 May 2018 and we are dealing with it under the terms of the Freedom of Information Act 2000 ("the Act").

You requested "*a log of complaints from mid-February 2018 to May 2018 for CBBC*".

For your information, complaints about broadcast standards are carefully assessed under the Ofcom Broadcasting 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>.

For complaints about the BBC, 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. Please note that under the new procedures, Ofcom can only consider complaints about BBC programmes once the complainant has already complained to the BBC, and the BBC has reached its final decision.

Turning to your request, under Section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you by other means. The information you have requested is already available to you on our website in the Bulletins, and therefore it is exempt from disclosure under section 21 of the Act. However, for ease of reference we can confirm that Ofcom received one complaint about CBBC between 14 February and the date of your request on 18 May, as reported on page 25 of Bulletin issue 354.

We hope this information is of assistance. If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto: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