

Request for information

Thank you for your letter of 5 July 2016 in which you requested details of complaints made to Ofcom about the BBC's coverage of Jeremy Corbyn. We have considered your request under the Freedom of Information Act 2000.

You requested:

- the number of complaints made about the BBC concerning bias, impartiality and accuracy in the BBC's editorial content on Jeremy Corbyn since July 2015 which we have referred back to the BBC.
- the number of complaints relating to Fairness in the BBC's editorial content on Jeremy Corbyn since July 2015, including responses and recommendations.

We log complaints on our complaints database by category of the complaint issue (with reference to the rules in our codes). There is no specific category (or rule) used exclusively to identify the individual subject of a complaint, such as Jeremy Corbyn.

For the first part of your request, we have therefore searched for complaints on all subjects received by us between 1 July 2015 and, 5 July 2016 (the date of your request letter) which Ofcom closed as "referred to BBC". 59 of these complaints specifically referred to Jeremy Corbyn in the description field of the complaint.

For the second part of your request, we have searched for any complaints logged under the categories "Fairness", "Privacy" or "Fairness & Privacy" received by Ofcom between 1 July 2015 and, 5 July 2016. Ofcom received 80 complaints, none of which referred to Jeremy Corbyn.

In case you wish to find out more about the complaints Ofcom receives, every week we publish details on our website of programmes that have attracted 10 or more complaints. In addition, Ofcom's Broadcast and On Demand Bulletin, published every fortnight on our website, includes decisions about the complaints we have received. The Bulletin covers a range of cases, including those on which Ofcom has decided to launch an investigation, and those which, after careful assessment, Ofcom has decided not to pursue because they did not raise issues warranting investigation.

Weekly audience complaints and the Bulletins can be accessed respectively via the following links to our website:

- <http://stakeholders.ofcom.org.uk/enforcement/audience-complaints/>
- <http://stakeholders.ofcom.org.uk/enforcement/broadcast-bulletins/>

I 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

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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