

Ofcom ref: 00496013

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Information Requests
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8 December 2017

Ref: 00496013 Freedom of Information: Right to Know Request

Thank you for your request for information on complaints received by Ofcom related to the Grenfell Tower fire. Your request was received on 18 November 2017 and I am dealing with it under the terms of the Freedom of Information Act 2000.

You requested the following information:

- *I would like to request data on complaints made about programmes on or coverage of The Grenfell Tower Disaster, with the search term being simply 'Grenfell' to provide the most accurate data possible, from the 14 of June 2017 till the present day. I would like details of the programme name, broadcaster, Date, number of complaints, the type of complaint, and if possible the Gender and Age Group of those making the complaint.*

Complaints about broadcast standards are handled under *Procedures for handling complaints, investigations and sanctions on TV, radio and video-on-demand services*¹. After an initial assessment, we then consider whether there may have been a breach of our rules, including the Broadcasting Code. In cases where we think there may have been a breach, we will launch an investigation. The possible outcomes of an investigation are that we decide 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 here:

<https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins>.

For your request, we are unable to provide details of the age group and gender of complainants as we do not hold searchable information on such data. For the other information you requested, we have searched our records of cases from 14 June 2017 to 18 November 2017 to identify any containing the text "Grenfell", and compiled a list of relevant cases in Annex A, attached, in the form published in the respective Bulletins.

¹ Available at:

<https://www.ofcom.org.uk/tv-radio-and-on-demand/information-for-industry/guidance/procedures>

Of those complaints, the following cases were 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
CSI: NY	5USA	18/06/2017	Generally accepted standards	1
Good Morning Britain	ITV	20/06/2017	Due impartiality/bias	1

Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC and the BBC has reached its final decision. The following complaints were made to Ofcom before completing the BBC's complaints process:

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
BBC News	BBC 1	16/06/2017	Due impartiality/bias	1
BBC News	BBC 1	02/11/2017	Due impartiality/bias	1
The One Show	BBC 1	22/06/2017	Due impartiality/bias	1
South East Today	BBC 1 South East	20/06/2017	Due impartiality/bias	1
Daily Politics	BBC 2	19/06/2017	Due accuracy	1
BBC News	BBC News Channel	09/06/2017	Due impartiality/bias	1
BBC News	BBC News Channel	15/06/2017	Generally accepted standards	1
Jeremy Vine	BBC Radio 2	16/06/2017	Due impartiality/bias	1
BBC News	BBC Radio 5 Live	04/07/2017	Due impartiality/bias	1

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

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,

Alistair Hall

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