

Ofcom ref: 00563438

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

9 August 2018

**Ref: 00563438 Freedom of Information: Right to Know Request**

Thank you for your request for information which was received on 19 July 2018. We are dealing with it under the Freedom of Information Act 2000 ("the Act").

You requested the number of complaints against Al Jazeera, RT, and CGTN (Formally CCTV) from 1 January to 19 July 2018. You requested specific details of the complaints beyond the broad categories they fall under as published in bulletins.

For your information complaints about broadcast standards are carefully assessed under the 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. As you are aware, 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>.

Turning to your request, from 1 January to 19 July 2018 there were no cases against Al Jazeera or and CGTN (Formally CCTV). In that period Ofcom recorded 24 cases against RT.

For the following cases, after careful assessment of the complaints and the broadcast material, Ofcom did not identify any issues that warranted further investigation.

Programme	Service	Transmission Date	Issues	Number of complaints
Documentary: Testing Tolerance	RT	29/06/2018	Race discrimination/offence	1
The Alex Salmond Show	RT	05/04/2018	Due impartiality/bias	1
Headline News	RT	20/04/2018	Due accuracy	1
Going Underground	RT	26/04/2018	Due impartiality/bias	1
News	RT	13/01/2018	Due impartiality/bias	1
News	RT	04/05/2018	Due impartiality/bias	1
RT News	RT	14/04/2018	Other	1
Headline News	RT	02/05/2018	Due impartiality/bias	1
Sam Delaney's News Thing	RT	09/06/2018	Offensive language	1
Sam Delaney's News Thing	RT	09/06/2018	Due impartiality/bias	1
Going Underground	RT	23/05/2018	Materially misleading	1
Worlds Apart with Oksana Boyko	RT	24/05/2018	Due impartiality/bias	1
Sputnik	RT	26/05/2018	Due impartiality/bias	1
RT News	RT	11/03/2018	Generally accepted standards	1

For the following cases Ofcom launched investigations against the following programmes on RT, as reported in Bulletin Issues 352 and 354 on 23 April and 21 May 2018 respectively:

Programme	Service	Transmission Date
Crosstalk with Peter Lavelle	RT	16/04/2018
Crosstalk with Peter Lavelle	RT	13/04/2018
News	RT	30/03/2018
News	RT	18/03/2018
Worlds Apart with Oksana Boyko	RT	01/04/2018
Sputnik	RT	07/03/2018
Sputnik	RT	17/03/2018
Crosstalk	RT	20/04/2018
News	RT	04/05/2018
News	RT	26/04/2018

These investigations are still in progress and once concluded Ofcom's decisions will be published in the Bulletin.

Ofcom is unable to disclose further details of the complaints beyond that provided above, and as listed in the Bulletins. [Section 44 of the Act](#) exempts organisations from releasing information if to do so is prohibited by another law. [Section 393 of the Communications Act 2003](#) prohibits Ofcom from releasing information if it is about a particular business, unless we have the consent of that business or releasing that information helps Ofcom to carry out its duties, neither of which apply here.

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