

Ofcom ref: 00337910, Freedom of Information: Right to know request

Thank you for your request for information which we received on 9 September 2016. We have considered this request under the Freedom of Information Act 2000 ('the Act').

You requested details of complaints about WWE programming over the past five years, including the actual complaints and number of complaints.

Ofcom's Broadcast and On Demand Bulletin, published every fortnight on our website, includes decisions about the complaints we have received as well as a summary of the complaint. Issues of the Bulletin are available via the following link to our website:

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

You can therefore find details of complaints received by Ofcom about WWE programmes in the Bulletins. However, for ease of reference I have compiled a list of relevant cases below.

Programme	Service	Transmission Date	Transmission Time	Issues	Outcomes	Bulletin issue
WWE (trailer)	Viasat 6	01/02/12	20:23:00	Scheduling	Not Pursued	207
WWE Hell in a Cell (Trailer)	Sky Sports 1	29/10/2012	n/a	Materially misleading	Not Pursued	218
WWE Superstars	Sky1	10/11/2012	09:00	Violence and dangerous behaviour	Breach	225
WWE Raw	Sky Sports 4	25/03/13	17:50:00	Violence	Not Pursued	229
WWE Payback promo	Sky Box Office	12/06/13	09:30:00	Materially misleading	Not Pursued	236
WWE Bottom Line	Sky Sports 2	09/09/13	07:00:00	Violence	Not Pursued	240
WWE Raw	Sky Sports 3	12/11/13	01:00:00	Generally accepted standards	Not Pursued	244
WWE Late Night Smackdown	Sky Sports 3	13/06/2014	22:00	Disability discrimination/offence	Not Pursued	258
WWE Late Night Smackdown	Sky Sports 4	27/12/2014	02:30	Outside of remit / other	Not Pursued	271
WWE Live (promotion)	Sky Sports 3	07/11/2015	09:00	Promotion of products/services	Breach	302
WWE Late Night Raw	Sky Sports 5	19/04/2016	01:00	Materially misleading	Not Pursued	304

Ofcom is unable to disclose further details of the complaints beyond that listed in the Bulletins. Section 44 of the Act prevents organisations releasing information if another act has said that it shouldn't. In this case, Section 393 of the Communications Act prevents Ofcom 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.

I hope you find this information helpful. Please quote the reference above in any further communication.

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