

Reference: 01348952

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Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints about animal welfare.

Your request was received on 3 September 2021 and we have considered it under the Freedom of Information Act 2000.

Your request

You asked:

How many complaints were received by Ofcom in the year 2020 related to animal welfare?

How many complaints have been received by Ofcom during the period January 2021 - August 2021 related to animal welfare?

What are the top 10 programmes with the highest number of complaints related to animal welfare?

Background

We would like to provide some background information about Ofcom's role in television and radio broadcast regulation. Ofcom considers complaints about content standards under Ofcom's [Broadcasting Code](#) ("the Code"). In accordance with our [published procedures for investigating breaches of content standards for television and radio](#), we review every complaint we receive to make an initial assessment, which involves a consideration of whether it raises potentially substantive issues under the Code that warrant investigation by Ofcom.

Where we receive complaints about animal welfare in relation to a broadcast, we log these on our case management system against the category "animal welfare".

Ofcom publishes decisions about complaints we have received in the [Broadcast and On Demand Bulletin](#) ("the Bulletin"), which is published every fortnight on our website. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, and those which, after careful assessment, Ofcom has decided to not pursue because they did not raise issues warranting investigation. The Bulletin also contains a brief description of the issue raised by the complaint (for example, "animal welfare") and the number of complaints that Ofcom received relating to relevant programmes.

Our response

You can find information about complaints received by Ofcom concerning "animal welfare" since January 2020 in the "complaints assessed, not pursued" section of the [Bulletin Hub](#) by filtering the

“Issue” for “animal welfare”. This is because, of the complaints received about “animal welfare” during the relevant period, Ofcom did not escalate these for full investigation.

In summary, and in response to your questions:

- Ofcom received 1,261 complaints related to animal welfare in the year 2020.
- During the period of January 2021 to August 2021 Ofcom received 12,558 complaints related to animal welfare.

Regarding your request concerning the top 10 programmes with the highest number of complaints related to animal welfare, we have interpreted your request as relating to the period between 1 January 2020 to 31 August 2021. The results are as follows:

1. I’m a Celebrity...Get Me Out of Here! (12,527)
2. Running Wild with Bear Grylls (691)
3. This Morning (143)
4. Gogglebox (56)
5. Britain’s Got Talent (42)
6. Emmerdale (15)
7. Love Island (12)
8. Celebrity Gogglebox (12)
9. Britain’s Tiger Kings – On the Trail with Ross Kemp (12)
10. Dogs Behaving (Very) Badly (11)

Please note that the second programme in this list was outside of Ofcom’s remit and therefore does not appear in the main list on the bulletin. However details of this programme can be viewed by filtering for complaints ‘Outside of remit’ in the ‘Complaints assessed, not pursued’ section of the bulletin.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

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