

Reference: 01453635

Zach Westbrook  
Information Rights Advisor  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

20 June 2022

### Freedom of Information request: Right to know request

Thank you for your request for information concerning a breakdown of all complaints received by Ofcom over the past 10 years and the number of LPAM licences issued. Your request was received on 6 May 2022 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”). We sought clarification of your request on 13 May 2022 and this was received on 19 May 2022.

### Your request & our response

*1. Please supply a breakdown of\*\_ALL\_\* complaints received by Ofcom over the past 10 full years.*

We understand from further correspondence that you intend your question to relate to complaints handled by the Broadcast Licensing Department.

Information about licence conditions complaints, including complaints about compliance with the Broadcasting Code and compliance with other licence conditions, is published in our [Broadcast and On Demand Bulletins](#). This [page](#) lists bulletins dating back to 2005, and bulletins predating that since Ofcom’s launch are available via the [National Archives](#).

*2. Please supply a full breakdown of how many of the complainant details have Ofcom supplied to the licensee during the same full 10 year period.*

I can confirm that we do hold information falling within the scope of your request. However, we are unable to provide this information as we consider that disclosure of this information is exempt under section 12 of the FOI Act. Section 12 of the Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the “Regulations”), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time. We estimate that it would take over 18 hours to locate, retrieve, identify and extract the information you have requested.

We are therefore not able to provide any further information in response to your request under section 12 of the FOI Act.

If you wish to consider submitting a narrower, more focused request, we would be happy to consider this under the FOI Act. For example, you may wish to ask for a lower number of years, a type of licence or a specific licensee. Should you decide to make a further request for information, please note the aforementioned appropriate limit, or other exemptions, may apply.

*3. Please supply details of how many LPAM licenses you have issued and the period. I appreciate many of these may be before your current computerised records so if you wish to start from an appropriate date this is acceptable, but please indicate this date.*

Since 2013 we have issued 56 LPAM licences. Please note that this figure includes licences that have expired and the stakeholder/individual has re-applied for another licence to broadcast the same service.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF