

Reference: 01811225

Information Requests
information.requests@ofcom.org.uk

30 April 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the most complained about moments in TV dramas.

We received this request on 22 April 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Please can you provide me with a list of the top 30 most complained about moments in TV dramas? I have found a list of the top 30 complained about moments in Tv overall, but I am specifically looking for the top 30 moments in TV dramas.

Our response

We log complaints on our database in reference to the Broadcasting Code rule for the issue raised rather than by programme genre, therefore we do not hold the information you requested in a searchable format. As a result, the information you have requested is not readily accessible and it would require a considerable amount of time to manually locate, retrieve, identify and extract the information specified in your request.

Section 12 of the FOI 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 us more than 18 hours to locate, retrieve, identify and extract all the information specified.

You may wish to consider submitting a narrower, more focused request, such as a request for this information in relation to a list of specific TV programmes, and we would be happy to consider this under the FOI Act.

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,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).