

Reference: 01978264

Information Requests
information.requests@ofcom.org.uk

28 April 2025

Freedom of Information request: Right to know request

Thank you for your request for information about complaints by participants of *Married at First Sight UK*.

We received this request on 27 March 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I would like to know:

- 1. Since the first episode of Married at First Sight UK aired, how many complaints have been made by cast members who have appeared in the series?*
 - 2. How many of these complaints have been upheld by the relevant authority?*
- If possible, I would appreciate the information in a breakdown by year*

Our response

Since *Married At First Sight UK* was first broadcast in 2015, Ofcom has not investigated any complaints by participants of this programme.

Ofcom is unable to disclose any information regarding the number of complaints that were not investigated as we consider this exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited by or under any enactment. Section 393 of the Communications Act 2003 (“the Act”) prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

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](#).