

Reference: 02071423

Information Requests
information.requests@ofcom.org.uk

29 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints about LuaLua TV and Shells for Media. We note that this is a follow-up to your [previous FOI request](#).

We received this request on 1 September 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

Please can you advise me of how many complaints you have received about LuaLuaTV and Shells for Media Company Ltd. which you licence, as well as provide me with the responses and outcomes to these complaints. These should be from today back to when the company was first granted an OFCOM licence.

We publish some information about broadcasting complaints in our [Broadcast and On Demand Bulletin - Ofcom](#) – we note that there is no entry in this bulletin relating to Shells for Media Company Ltd or the service LuaLua TV.

We are unable to confirm or deny whether we hold any further details not published on complaints as this information would be exempt from disclosure pursuant to section 44 of the FOI Act. Section 44(1) of the FOI Act exempts the disclosure of information where this disclosure is prohibited by or under any enactment i.e. legislation. Under section 393 of the Communications Act 2003 we are prohibited from disclosing information which relates to a business (including whether or not we have received complaints or how many complaints there have been, if any) which we have obtained in the course of exercising our functions relating to broadcasting unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act 2003 is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test. By virtue of section 44(2) of the FOI Act, the duty to confirm or deny holding information does not arise if the confirmation or denial that would be given in itself reveals information that falls under the exemption in section 44(1) of 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,

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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](#).