

Reference: 02239515

Information Requests
information.requests@ofcom.org.uk

10 August 2026

Freedom of Information request: Right to know request

Thank you for your request concerning LGBT conversion practices.

We received this request on 13 July 2026 and we have considered your request under the Freedom of Information Act 2000 ('the FOI Act').

Your request & our response

Please supply the yearly number of complaints around LGBT conversion practices raised since 2020, and please supply, for 2025, a full list of which broadcasters were subject to these complaints and details of the sanctions in the cases where these complaints were upheld and broadcasters resultingly sanctioned.

By way of background, complaints about broadcast standards are carefully assessed under Ofcom's [Broadcasting Code](#) ("the Code") which sets standards for programme content that all Ofcom licensees must follow. Individual complaints received by Ofcom are assigned to cases, and a case is opened when Ofcom is assessing a specific programme or issue and each case may consist of one or more complaints. In line with our published complaints [procedures](#), we review every complaint we receive to consider whether it raises potentially substantive issues under the Code which warrant investigation by Ofcom. If we consider that these standards may have been breached, we will investigate. You can find decisions about complaints we have considered in [Ofcom's Broadcast and On Demand Bulletin](#), published every fortnight on our website.

We log complaints on our complaints database by category of the complaint issue with reference to the Code. There is no specific category used exclusively to identify the individual subject of a complaint as whether a complaint relates to LGBT conversion practices, and we would only be able to identify this information by manually reviewing individual cases over the time period which would take us substantially over the FOI time limit under Section 12 of the FOI Act.

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 may be able to consider a narrower request, for example, a particular programme on a specific date, but please note that some exemptions may apply under the FOI Act including the cost limit mentioned above.

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](#).