

Reference: 02142975

Information Requests
information.requests@ofcom.org.uk

10 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Rother Radio/Rotherham Broadcasting complaint.

We received this request on 6 February 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

This request relates to a complaint I submitted concerning Rother Radio, operated by Rotherham Broadcasting CIC, which Ofcom assessed under its General Procedures and decided not to pursue.

I am not seeking disclosure of internal deliberations, legal advice, or personal data. I am requesting factual and procedural information only.

Please provide the following information:

- 1. In relation to complaints about community radio services alleging lack of local participation, local character, or social gain, which specific licence conditions and/or Key Commitments are typically considered during Ofcom's initial assessment?*

Ofcom's [General procedures for investigating breaches of broadcast licences](#) ("the General Procedures") sets out how we handle assessments and investigations of potential breaches of most of the conditions which form part of broadcasters' licences. Our [Compliance Principles for Key Commitments](#) outline some of the things we would take into account when reviewing complaints about a station's compliance with its character of service obligations and off-air social gain requirements.

- 2. When assessing a complaint about a named community radio service (including Rother Radio), does Ofcom routinely:*
 - a) review the station's published Key Commitments, and*
 - b) consider on-air output and online content (such as the station's website) as part of that assessment?*

Please refer to our [Compliance Principles](#) as above. Please note we do not consider online content as this falls outside of the remit of the General Procedures.

In cases where a complaint about a community radio service is assessed but not pursued, does Ofcom routinely request information or clarification from the licence holder?

If so, please confirm whether any such request was made to Rotherham Broadcasting CIC in relation to the complaint about Rother Radio.

As set out in our Compliance principles for Key Commitments, Ofcom's approach to assessing complaints about stations' compliance with their Key Commitments is to assess compliance over the course of a week, using recordings and written information provided by the station.

We did make a request to Rother Radio. Please refer to the General Procedures for further information on Ofcom's general approach to investigating breaches to broadcast licences.

3. *In the last three years, how many complaints relating to community radio services and alleging insufficient local participation, local character, or social gain were:*
 - a) *assessed but not pursued, and*
 - b) *taken forward for further investigation?*

Between 2 February 2023 and 1 February 2026, we received 210 complaints about compliance with community radio Key Commitments. 146 were assessed but not pursued and 45 were referred for investigation.

Please note, there may be multiple complaints that led to one investigation, so the number of complaints referred to does not match the number of investigations opened.

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](#).