

Reference: 02129063

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

22 January 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about *Run Away* and complaints about the wheelchair user character.

We received this request on 12 January 2026 and we have considered your request under the Freedom of Information Act 2000.

### Your request

---

*I'd like to know how many (if any) complaints you received about the TV series 'Run Away' on Netflix, but only in relation to the character 'Anya Greene', played by Ellie Henry, and her use of a wheelchair in some scenes.*

*The actor and character is an ambulatory wheelchair user (sometimes she needs it and sometimes not) and I'd like to know how many complaints you've received about this, in terms of it being confusing, distracting or a continuity error, etc.*

### Our response

---

Whilst Ofcom regulates video-on-demand services, Netflix currently falls under the jurisdiction of the Dutch Media Authority. Ofcom has not received any complaints about the wheelchair user character in *Run Away* on Netflix.

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](mailto: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](#).