

Reference: 02283859

Information Requests
information.requests@ofcom.org.uk

7 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning the scoping and assessment of complaint summary ref 2200520-2200507.

This request was received by the Fairness and Privacy Complaint team on 15 September 2026 and passed to the Information Requests team the same day. We have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

Under the Freedom of Information Act 2000, I require access to all internal records, correspondence, and assessment logs held by Ofcom regarding the initial scoping, drafting, and filtering of the Case Summary for the complaint concerning [REDACTED] / First Contact UK Mental Health vs. BBC Look North & bbc.co.uk.

Specifically, I require the following information:

- 1. Internal Assessment Logs and Drafts: All internal notes, assessment matrices, scoping documents, and preceding drafts generated by Ofcom investigators that details why explicit evidence regarding 21 separate safeguarding emails sent to the BBC was omitted or excluded from the final published/issued Complaint Summary.*
- 2. Communications Regarding Contributor Status: All internal emails, meeting minutes, and notes concerning the evaluation of the timeline from 10-11 March 2026, specifically relating to the BBC's sudden re-classification of [REDACTED] from a "contributor" to the "subject of an investigation" less than 24 hours prior to broadcast.*
- 3. Communications with the BBC: All correspondence, emails, or logs of oral communications between Ofcom's Content Standards / Licensing and Complaints team and the BBC's Editorial Legal / Liaison teams regarding how the specific allegations of medical negligence, risk to life, and the stripping of contributor rights should be framed or summarized in this case.*

Our response

While we hold some of the information in scope of your request, we are unable to disclose it under Section 44(1) of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business, or businesses, that has been obtained in the exercise of our

regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

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 Commission](#).