

Reference: 02258482

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

8 September 2026

## Freedom of Information request: Right to know request

Thank you for your follow-up request concerning broadcast complaints - LGBT conversion practices.

We received this follow-up request on 10 August 2026 and we have considered your request under the Freedom of Information Act 2000 ('the FOI Act').

### Your request & our response

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- *The number of complaints raised around LGBT conversion practices in 2023*
- *The number of complaints raised around LGBT conversion practices in 2024*
- *The number of complaints raised around LGBT conversion practices in 2025.*

As advised in our [previous response](#), we log complaints on our complaints database by category of the complaint issue with reference to the [Broadcasting Code](#) ("the Code"). There is no specific category used exclusively to identify the individual subject of a complaint as to whether a complaint relates to LGBT conversion practices.

However, we have searched our complaints management system using the search term "LGBT conversion" which has produced a zero result for all three years.

We have also searched using "LGBT" and "conversion" separately and this has produced over 1900 results. However, without manually checking each case we do not know if these were complaints under the subject of your request.

In addition, there may be LGBT conversion practices complaints which were not entered as the subject, meaning they are not easily identifiable. As previously advised, we would only be able to identify any complaints 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.

As advised in our [previous response](#), we may be able to consider a narrower request, for example, a particular programme on a specific date, however, 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](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](#).