

Reference: 02286129

Information Requests
information.requests@ofcom.org.uk

29 September 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Married At First Sight fairness and privacy complaints.

We received this request on 21 September and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Please confirm whether Ofcom received any fairness and/or privacy complaints from individuals who participated in Married At First Sight during the period beginning with the programme's first broadcast on Channel 4 in 2015 and ending on 30 April 2026.

If Ofcom received any such complaints, please provide:

- 1. The total number of fairness and privacy complaints received, broken down by year.*
- 2. The total number of these complaints that Ofcom "entertained" for consideration.*

I am seeking aggregate figures only and am not requesting the names, identities or any other personal information relating to complainants or programme participants.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

Our response

We are unable to confirm nor deny whether we hold the information you requested. By virtue of section 44(2) of the FOI Act, the duty to confirm or deny holding information does not arise if the confirmation or denial that would be given in itself reveals information that falls under the exemption in 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.

In this case, disclosure is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') which prohibits the disclosure of information with respect to a particular business (such as Channel 4) which we have obtained in the course of exercising a power conferred by certain legislations including the Broadcasting Act 1990 and Broadcasting Act 1996, unless we have the consent of those businesses or one of the statutory gateways under section 393(2) of the

Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

For more information about fairness and privacy complaints, including how such complaints are handled, please see [our website](#).

Yours sincerely,

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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](#).