

Reference: 01684519

Information Requests
information.requests@ofcom.org.uk

05 October 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom's definition of hate speech and generally accepted standards documents. This request was received on 28 September 2023, and we have considered it under the Freedom of Information Act 2000.

Your request

I have followed the link provided to attempt to view my complaint on your website but was unable to obtain any details of my complaint or your response. The only complaint I could see with the same transmission date was as per the attached screenshot. Perhaps you could provide a direct link to my complaint on your website.

I do not agree with your response regarding 'hate speech' where you stated "We took account of your concerns about hate speech, but did not consider this material fulfilled Ofcom's definition of hate speech, or exceeded generally accepted standards on this occasion." I have taken legal advice and my solicitor informs me that my complaint does comply with the legal definition of hate speech.

I would therefore like you to provide to me a copy of Ofcom's definition of hate speech, on an official Ofcom document and a copy of the generally accepted standards on an official Ofcom document. Please do not provide this information via a copy and paste or refer me to your website. I need to see the information on your policy documents to forward to my solicitor.

Once in receipt of these documents I will reply to escalate my complaint to the next level.

Our response

In response to your first point, for standards complaints that Ofcom has assessed and not pursued, full details of complaints decisions are generally not published. There is no additional detail of your complaint outcome in the Bulletin other than the entry for which we provided a screenshot previously.

Regarding Ofcom's definition of hate speech and generally accepted standards, this information is available on our website as listed in [Section 2](#) and [Section 3 of the Broadcasting Code](#) and related [guidance](#).

In accordance with your request, we have provided PDFs of the relevant Rules under Sections 2 and 3 of the Code, and associated guidance notes.

I hope that this is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF