

Reference: 01857682

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

14 August 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about complaints about shows appearing in the adult section.

We received this request on 24 July 2024 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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As noted in our previous response to you, by way of background, complaints are logged on our complaints handling system by the name of the programme and channel rather than genre of service. In addition, complaints are logged by the name of the individual who made the complaint, and not by reference to how many complaints they have made previously (or any organisation they may represent). Data on complainants is also recorded separately from programme data on Ofcom's systems.

We were unable to respond to your previous request (reference: 01836576) due to the undefined nature of the channels concerned, which would have required a manual search through a large volume of complaints. As you have now defined your request to a specific list of adult channels on the Sky and Freeview EPG, we have been able to perform a search within the specified timescales.

*How many individuals complained about the shows appearing in the adult section of the sky and freeview epg in 2023 and 2024.*

15.

*- How many complaints in total.*

91.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

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](#).