

Reference: 01775350

Information Requests
information.requests@ofcom.org.uk

20 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the TV presenters most complained about in 2023.

We received this request on 7 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Number of and names of TV presenters complained about in the year 2023 and how many complaints were made about each of the presenters.”

Our response

We log complaints on our complaints database by programme name, channel, transmission date and time, and complaint issue (with reference to the rules in our codes). There is no specific category (or rule) used exclusively to identify the presenter of a particular programme. Though that may be identifiable from either the programme title, or knowledge of the programme, we would only be able to comprehensively identify this information by manually searching individual cases. In 2023 we received around 69,000 complaints.

Section 12 of the 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. We estimate that it would take over 18 hours to locate, retrieve, identify and extract the information you have requested.

We are therefore not able to provide any further information in response to your request under section 12 of the Act.

If you wish to consider submitting a narrower, more focused request, we would be happy to consider this under the FOI Act. For example, you could specify the programme(s) you wish to seek complaints data for. In order to help refine your request, we would suggest that you look at the ‘complaints assessed, not pursued’ section of the [Broadcast and On Demand Bulletin Hub](#), where you can clear all bulletin issue filters and sort by programme column. This will allow you to scan through complaints we’ve considered to get an idea of which programmes have attracted

complaints. Should you decide to make a further request for information, please note the aforementioned appropriate limit, or other exemptions, may apply.

Although this means we are unable to provide information in the form you requested, Ofcom has already published details of the most complained-about programmes in 2023 from which you can determine the presenters concerned: Ofcom <https://www.ofcom.org.uk/news-centre/2023/thats-a-wrap-tvs-most-complained-about-programmes-of-2023-revealed>

I hope this information 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

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](#).