

Reference: 01916579

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

13 November 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning how Ofcom monitors media organisations and enforces guidelines to uphold impartiality and accuracy.

We received this request on 4 November 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*I am particularly interested in how Ofcom monitors media organizations and enforces guidelines to uphold impartiality and accuracy.*

*This might include access to relevant reports, recommendations on key resources, or perhaps an opportunity to speak with someone on your team who could share insights into your regulatory processes and the challenges you face in today’s media landscape.*

### Our response

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By way of background, complaints about broadcast standards are carefully assessed under Ofcom’s [Broadcasting Code](#) (“the Code”) which sets standards for programme content that all Ofcom licensees must follow. In line with our published [complaints procedures](#), we review every complaint we receive to consider whether it raises potentially substantive issues under the Code which warrant investigation by Ofcom. If we consider that these standards may have been breached, we will investigate. You can find decisions about complaints we have considered in [Ofcom’s Broadcast and On Demand Bulletin](#), published every fortnight on our website.

You can find full details of our rules on due impartiality and due accuracy in programmes under Section Five of the Code, which also includes guidance notes for broadcasters on interpretation of the rules. Decisions taken by Ofcom under these rules which set out our approach to compliance in this area are available in the Bulletins.

In addition, Ofcom’s Chief Executive, Melanie Dawes, has previously talked about the importance of upholding standards of due impartiality and accuracy in news and current affairs: [tv-radio-and-on-demand/broadcast-standards/the-other-side/](#)

We hope this information is helpful. 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](#).