

Reference: 1894905

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

11 October 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about complaints relating to mis- and disinformation and misleading claims.

We received this request on 13 September 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

---

*I would like to request an excel file with the following:*

*All complaints you received to do with misinformation / disinformation / misleading information / inaccurate information from 01/09/2022 - 31/08/2024 (or the latest date you have available if later than this date). If 'misinformation' is not a specific category used by Ofcom for complaints, please provide data on the closest relevant categories (e.g., accuracy, false claims etc).*

*Information I would like included:*

- complaint ID*
- media type (e.g tv, radio, website, app)*
- Programme (if applicable)*
- platform or service (e.g tik tok, youtube, channel 4, ITV)*
- date issue occurred*
- issue*
- did you investigate?*
- outcome (if investigated)*

*If you cannot provide data by individual complaints, you can aggregate the data.*

*For example TV / Good Morning Britain / ITV / 02/03/2024 / misinformation / Y / Breach / 10*

*Where the number 10 refers to 10 misinformation complaints made against that program on that day which were considered breaches. Or as similar a layout to this as possible. If any of the requested data points are not available or would require unreasonable effort to compile, please provide what is readily available and explain any omissions.*

*I would also like to add*

- subject of complaint (i.e was it political misinformation or health information, if you have this data)*

- any other data you use to categorise the complaints that doesn't include identifiable / data information.

## Our response

---

Please see the attached spreadsheet relating to our broadcasting complaints. This spreadsheet contains information about complaints raised in relation to misleading information (under Rule 2.2 of the Broadcasting Code) and in relation to due accuracy in news (under Section 5 of the Broadcasting Code).

We are unable to provide further detail on the subject matter of these complaints, as we do not categorise broadcasting complaints in this way in our records.

In relation to mis- and disinformation complaints we have received in relation to online harms, we received the following numbers of complaints:

Harmful health content (including vaccine misinformation and disinformation)	9
Disinformation/misinformation (not relating to health)	42

Please note that these results are based on how the complainant has categorised their complaint when submitting their complaint to us via our online form. As we do not respond to or investigate individual complaints relating to online harms, as noted on [our webpage](#), we have not assessed whether these complaints have been accurately categorised.

We are unable to provide additional information relating to these complaints, such as the substance of the complaints or the platform(s) complained about, as we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business 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.

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](#).