

Reference: 01968665

Information Requests
information.requests@ofcom.org.uk

20 March 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information about complaints logged under racial offence.

We received this request on 03 March 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

We note that your request is a follow up to a request for broadcast complaints related to mispronounced names – see the published response here: [Complaints related to mispronounced names](#)

Your request

Complaints in this area would most likely be logged under the category Racial Offence, please would it therefore be possible that all complaints logged under this category from the past 5 years be sent over?

Our response

By way of background, Ofcom publishes decisions about complaints we have received in the [Broadcast and On Demand Bulletin](#) (“the Bulletin”) every fortnight on our website. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, those which Ofcom has decided not to pursue because they did not raise issues warranting investigation, and those which fall outside Ofcom’s remit (e.g. under the BBC’s Charter and Agreement set by Parliament, complaints about BBC programmes are considered under a system of “BBC First”, whereby a viewer or listener must normally complain to the BBC in the first instance and complete the BBC’s complaints process before complaining to Ofcom).

Ofcom assesses every complaint it receives, and while a complaint may provide contextual background to a programme, when Ofcom is conducting an initial assessment or investigation, it reaches its own view as to whether there may have been, and then whether there has been, a breach of the [Ofcom Broadcasting Code](#) (“the Code”).

We log all complaints we receive on our complaints database, and they are categorised by which rules in the Code may have been breached

Turning to your request, the information you have now requested is available in our [Broadcast and On Demand Bulletin](#). From the [Bulletin landing page](#), when navigating to either “Look at past decisions” or any of the various sections listed under the “Complaints assessed, not pursued” option,

you can filter by issue, and select “Race discrimination / offence” which will focus on complaints considered against that area of the Code.

We 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](#).