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From suffering no less than 12 aggressive complaints from known offenders we feel it vital at this stage that Ofcom radically revise its process to align with the established and clearly successful "BBC First" principle.

Ofcom should accept that if any Complainant feels his point is justified then an approach to the Broadcaster is the logical and fair first step.

As it stands - the process is heavily weighted against Ofcom's own Stakeholders and the outcome is all too often unreasonable and indeed flawed - after costing Ofcom a huge amount in manpower and resources.

I submit that should be enough to prompt a serious re-think