

# OFCOM BROADCAST AND ON DEMAND BULLETIN

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# Introduction

Under the Communications Act 2003 (“the Act”), Ofcom has a duty to set standards for broadcast content to secure the standards objectives<sup>1</sup>. Ofcom also has a duty to ensure that On Demand Programme Services (“ODPS”) comply with certain standards requirements set out in the Act<sup>2</sup>.

Ofcom reflects these requirements in its codes and rules. The Broadcast and On Demand Bulletin reports on the outcome of Ofcom’s investigations into alleged breaches of its codes and rules, as well as conditions with which broadcasters licensed by Ofcom are required to comply. The codes and rules include:

- a) [Ofcom’s Broadcasting Code](#) (“the Code”) for content broadcast on television and radio services licensed by Ofcom, and for content on the BBC’s licence fee funded television, radio and on demand services.
- b) the [Code on the Scheduling of Television Advertising](#) (“COSTA”), containing rules on how much advertising and teleshopping may be scheduled on commercial television, how many breaks are allowed and when they may be taken.
- c) certain sections of the [BCAP Code: the UK Code of Broadcast Advertising](#), for which Ofcom retains regulatory responsibility for television and radio services. These include:
  - the prohibition on ‘political’ advertising;
  - ‘participation TV’ advertising, e.g. long-form advertising predicated on premium rate telephone services – notably chat (including ‘adult’ chat), ‘psychic’ readings and dedicated quiz TV (Call TV quiz services); and
  - gambling, dating and ‘message board’ material where these are broadcast as advertising<sup>3</sup>.
- d) other conditions with which Ofcom licensed services must comply, such as requirements to pay fees and submit information required for Ofcom to carry out its statutory duties. Further information can be found on Ofcom’s website for [television](#) and [radio](#) licences.
- e) Ofcom’s [Statutory Rules and Non-Binding Guidance for Providers of On-Demand Programme Services](#) for editorial content on ODPS (apart from BBC ODPS). Ofcom considers sanctions for advertising content on ODPS referred to it by the Advertising Standards Authority (“ASA”), the co-regulator of ODPS for advertising, or may do so as a concurrent regulator.

[Other codes and requirements](#) may also apply to broadcasters, depending on their circumstances. These include the requirements in the BBC Agreement, the Code on Television Access Services (which sets out how much subtitling, signing and audio description relevant licensees must provide), the Code on Electronic Programme Guides, the Code on Listed Events, and the Cross Promotion Code.

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<sup>1</sup> The relevant legislation is set out in detail in Annex 1 of the Code.

<sup>2</sup> The relevant legislation can be found at Part 4A of the Act.

<sup>3</sup> BCAP and ASA continue to regulate conventional teleshopping content and spot advertising for these types of services where it is permitted. Ofcom remains responsible for statutory sanctions in all advertising cases.

**It is Ofcom's policy to describe fully television, radio and on demand content. Some of the language and descriptions used in Ofcom's Broadcast and On Demand Bulletin may therefore cause offence.**

# Note to Broadcasters

## Election programming

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On 12 December 2019, a General Election will be taking place in the UK.

Ofcom reminds all broadcasters that they must comply with the rules for election-related programming – in particular, [Sections Five](#) (Due Impartiality)<sup>1</sup> and [Six](#) (Elections and Referendums)<sup>2</sup> of the Code, as well as the prohibition on political advertising contained in section 321 of the Communications Act 2003 and reflected in Section 7 of the BCAP Code.

As in previous years, following the removal<sup>3</sup> of the concept of larger parties from our rules and to help broadcasters to take editorial decisions during election campaigns, we have published an [annual digest of past electoral and current support](#) ahead of this General Election. The digest also sets out the factors we consider when making decisions on election-related programming, including putting more weight on evidence of past electoral support than evidence of current support (e.g. opinion polls).

The rules in Section Six of the Code will apply when the ‘election period’ commences. For this General Election, the election period begins on Wednesday 6 November 2019.

If a complaint raises a substantive due impartiality issue during the election period which Ofcom considers might require redress before the election, it will be considered by Ofcom’s Election Committee<sup>4</sup>. In these cases, it will be necessary for Ofcom to act quickly to determine the outcome in a proportionate and transparent manner before the election, and broadcasters should be prepared to engage with Ofcom on short timescales.

Ofcom will consider any breach arising from election-related programming to be potentially serious and will consider taking appropriate regulatory action, which could include the imposition of a statutory sanction.

For further information about this General Election, broadcasters should visit the Electoral Commission website at [www.electoralcommission.org.uk](http://www.electoralcommission.org.uk).

If broadcasters would find it helpful to discuss the rules in Sections Five and Six of the Code, they can contact Ofcom ([OfcomStandardsTeam@ofcom.org.uk](mailto:OfcomStandardsTeam@ofcom.org.uk)).

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<sup>1</sup> See also Ofcom’s [published Guidance to Section Five](#).

<sup>2</sup> See also Ofcom’s [published Guidance to Section Six](#).

<sup>3</sup> On 22 March 2017, Ofcom published its [Statement amending its rules](#) in the areas of due impartiality, due accuracy, elections and referendums. In the Statement, we set out our decision to remove the concept of larger parties from Section Six of the Code and Ofcom’s rules on Party Political and Referendum Broadcasts.

<sup>4</sup> See Ofcom Election Committee’s [Terms of Reference](#).

# Broadcast Standards cases

## Resolved

**Dr Anand**

***Spice FM, 29 July 2019, 12:00***

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### Introduction

Spice FM is an adult-orientated community radio station aimed at south Asian listeners in Newcastle upon Tyne. The licence for this service is held by Spice Project Limited (“Spice” or “the Licensee”).

Ofcom received a complaint that the presenter used the term “*fuck*” during a live studio interview: “... *I think two consenting adults can do what the fuck, sorry, I shouldn’t say that...*”.

Ofcom requested the Licensee’s comments under the following Code rules:

Rule 1.14: “The most offensive language must not be broadcast...when children are particularly likely to be listening...”.

Rule 2.3: “In applying generally accepted standards broadcasters must ensure that material which may cause offence is justified by the context...”.

### Response

The Licensee acknowledged the material was problematic and that both it and the presenter apologised and assured Ofcom that this was an uncharacteristic mistake by an experienced presenter.

The Licensee added that it had: recirculated the Code and its internal rules; conducted further training with all volunteers and introduced formal monitoring of all live talk shows.

### Decision

[Ofcom’s research on offensive language](#) makes clear that the word “*fuck*” is considered by audiences to be among the most offensive language.

Reflecting our duties under the Communications Act, Rule 1.14 prohibits the broadcast of the most offensive language when children are particularly likely to be listening. [Ofcom’s guidance on offensive language on radio](#) states that this includes between 06:00 and 19:00 during school holidays. In this case the most offensive language was broadcast at 12:00 on a Friday during the school summer holidays.

Rule 2.3 requires that the broadcast of potentially offensive material is justified by the context. Context includes the service on which it is broadcast, the time of broadcast and the likely audience expectations. In our view, the majority of listeners to this station at this time of day were unlikely to have expected to hear the most offensive language.

Ofcom took into account that this was a live programme, the immediate apology issued by the presenter and the steps taken by the Licensee to prevent recurrence. Therefore, Ofcom's Decision is that this matter is resolved.

**Resolved**

# Broadcast Licence Conditions cases

## In Breach

### Provision of information: relevant turnover submission

#### *Various radio licensees*

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#### Introduction

Ofcom is partly funded by the broadcast licence fees it charges television and radio licensees. Ofcom has a statutory obligation to ensure that the fees paid by licensees meet the cost of Ofcom's regulation of broadcasting. The approach Ofcom takes to determining licensees' fees is set out in the [Statement of Charging Principles](#).

Each year, radio licensees are required to submit to Ofcom an annual statement of their turnover from related activities for the previous calendar year. This is known as Relevant Turnover. The provision of this information is a licence requirement for all radio licensees. The information is used by Ofcom to fulfil its market reporting obligations and, for some licence types, it enables Ofcom to determine the fees for the following year.

A number of radio licensees failed to submit their Relevant Turnover return to Ofcom by the deadline specified.

Ofcom considered that this raised issues warranting investigation under the Licence Condition "General provision of information to Ofcom"<sup>1</sup> which states:

"The Licensee shall furnish to Ofcom in such manner and at such times as Ofcom may reasonably require such documents, accounts, returns, estimates, reports, notices or other information as Ofcom may require for the purpose of exercising the functions assigned to it by or under the 1990 Act, the 1996 Act, or the Communications Act".

Failure by a licensee to submit an annual Relevant Turnover return when required represents a serious and fundamental breach of a broadcast licence, as the absence of the information contained in the return means that Ofcom is unable properly to carry out its regulatory duties.

#### In Breach

The following licensees failed to submit their Relevant Turnover return. These licensees have therefore been found **in breach** of **Licence Condition 8(1) of the Digital Sound Programme licence**, and **Licence Condition 9(1) of the Radio Licensable Content Service licence**:

| Licensee                    | Service name        | Licence Number |
|-----------------------------|---------------------|----------------|
| Awesome Enterprises Limited | Awesome Radio       | DN101370       |
| French Radio London Limited | French Radio London | DP000143       |
| Radio Khushkhabri Limited   | Radio Khushkhabri   | RLCS000128     |

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<sup>1</sup> Reflected in Condition 8(1) of the Digital Sound Programme licence and Condition 9(1) of the Radio Licensable Content Service licence.

In the case of Radio Khushkhabri Limited, this is the second consecutive breach Ofcom has recorded for failure to provide this information. In August 2018, we recorded a breach finding against the Licensee published in [Issue 360 of Ofcom's Broadcast and On Demand Bulletin](#).

Given the repeated nature of the breach, **Ofcom is putting Radio Khushkhabri on notice that this contravention of its licence will be considered for the imposition of a statutory sanction.**

## In Breach

### Provision of information: relevant turnover submission *Various TV licensees*

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#### Introduction

Ofcom is partly funded by the broadcast licence fees it charges television and radio licensees. Ofcom has a statutory obligation to ensure that the fees paid by licensees meet the cost of Ofcom's regulation of broadcasting. The approach Ofcom takes to determining licensees' fees is set out in the [Statement of Charging Principles](#). The fees all television licensees are required to pay are based on a percentage of their turnover from related activities. This is known as Relevant Turnover.

Each licensee is required to submit to Ofcom an annual statement of its Relevant Turnover for the previous calendar year. The provision of this information is a licence requirement for Television Licensable Content Services (TLCS) licences. As well as enabling Ofcom to determine the fees for the following year, the information is used by Ofcom to fulfil its market reporting obligations.

A number of television licensees failed to submit their Relevant Turnover return to Ofcom by the deadline specified.

Ofcom considered that this raised issues warranting investigation under the Licence Condition 4(3) "Fees" which states:

"The Licensee shall within 28 days of a request therefore provide Ofcom with such information as it may require for the purposes of determining or revising the tariff..."

Failure to provide Relevant Turnover information to Ofcom when requested represents a significant breach of a broadcast licence, as it means that Ofcom may be unable to determine the fees payable by the Licensee, and prevents us from fulfilling our market reporting obligations.

#### Resolved

The following licensees failed to submit their Relevant Turnover return for 2018 in accordance with the deadline, but subsequently submitted a late return. For these Licensees, we therefore consider this matter resolved.

Licence Condition 4(3) of the Television Licensable Content Service Licence:

| Licensee                                | Service name | Licence Number |
|-----------------------------------------|--------------|----------------|
| A Plus TV Limited                       | A Plus TV    | TLCS101651BA   |
| Pakistan Television Corporation Limited | PTV Global   | TLCS001348BA   |

## In Breach

The following Licensee failed to submit its Relevant Turnover return for 2018. This Licensee has therefore been found **in breach** of **Licence Condition 4(3) of the Television Licensable Content Service licence**:

| Licensee           | Service name | Licence Number |
|--------------------|--------------|----------------|
| Media Platform Ltd | MPL          | TLCS001095BA   |
|                    | MPL Asia     | TLCS001293BA   |

As Ofcom considers this to be a serious and continuing licence breach, **Ofcom is putting Media Platform Ltd on notice that this contravention of its licences will be considered for the imposition of a statutory sanction, including licence revocation.**

Ofcom takes this opportunity to remind all TV licensees that failure to submit Relevant Turnover information when required represents a significant breach of a television broadcasting licence.

## Investigations Not in Breach

Here are alphabetical lists of investigations that Ofcom has completed between 14 and 27 October 2019 and decided that the broadcaster or service provider did not breach Ofcom's codes, rules, licence conditions or other regulatory requirements.

### Investigations conducted under the Procedures for investigating breaches of content standards for television and radio

| Programme                | Service | Transmission date | Categories                        |
|--------------------------|---------|-------------------|-----------------------------------|
| Katha Guru Nanak Parkash | Sangat  | 03/05/2019        | Advertising/editorial distinction |

[How Ofcom conducts investigations about content standards on television and radio programmes](#)

## Complaints assessed, not investigated

Here are alphabetical lists of complaints that, after careful assessment, Ofcom has decided not to pursue between 14 and 27 October 2019 because they did not raise issues warranting investigation.

### Complaints assessed under the Procedures for investigating breaches of content standards for television and radio

| Programme                                   | Service        | Transmission Date | Categories                        | Number of complaints |
|---------------------------------------------|----------------|-------------------|-----------------------------------|----------------------|
| Rude Tube: Prank Bank                       | 4Music         | 07/10/2019        | Suicide and self harm             | 1                    |
| True Love or True Lies? (trailer)           | 5Star+1        | 16/10/2019        | Scheduling                        | 1                    |
| Public service announcement                 | Absolute Radio | 14/10/2019        | Political advertising             | 1                    |
| BT Sport Score                              | BT Sport 1     | 05/10/2019        | Generally accepted standards      | 1                    |
| Premier League Football: Everton v West Ham | BT Sport 1     | 19/10/2019        | Hypnotic and other techniques     | 6                    |
| The Real Prime Suspect                      | CBS Reality +1 | 01/10/2019        | Disability discrimination/offence | 1                    |
| 8 Out of 10 Cats                            | Channel 4      | 10/10/2019        | Generally accepted standards      | 1                    |
| Celebrity Hunted                            | Channel 4      | 13/10/2019        | Materially misleading             | 1                    |
| Channel 4 News                              | Channel 4      | 30/09/2019        | Due impartiality/bias             | 5                    |
| Channel 4 News                              | Channel 4      | 01/10/2019        | Due accuracy                      | 1                    |
| Channel 4 News                              | Channel 4      | 01/10/2019        | Due impartiality/bias             | 3                    |
| Channel 4 News                              | Channel 4      | 04/10/2019        | Disability discrimination/offence | 1                    |
| Channel 4 News                              | Channel 4      | 15/10/2019        | Due impartiality/bias             | 1                    |
| Channel 4 News                              | Channel 4      | 19/10/2019        | Due impartiality/bias             | 1                    |
| Channel 4 News                              | Channel 4      | 19/10/2019        | Offensive language                | 4                    |
| Channel ident                               | Channel 4      | 20/10/2019        | Materially misleading             | 1                    |
| Get Out (trailer)                           | Channel 4      | 12/10/2019        | Generally accepted standards      | 1                    |
| Gogglebox                                   | Channel 4      | 13/09/2019        | Generally accepted standards      | 3                    |
| Gogglebox                                   | Channel 4      | 04/10/2019        | Due impartiality/bias             | 21                   |
| Gogglebox                                   | Channel 4      | 11/10/2019        | Generally accepted standards      | 2                    |
| Gogglebox                                   | Channel 4      | 15/10/2019        | Due impartiality/bias             | 1                    |
| Gogglebox                                   | Channel 4      | Various           | Offensive language                | 1                    |
| Hollyoaks                                   | Channel 4      | 18/10/2019        | Scheduling                        | 1                    |
| Hollyoaks (trailer)                         | Channel 4      | 11/10/2019        | Scheduling                        | 1                    |

| Programme                              | Service   | Transmission Date | Categories                               | Number of complaints |
|----------------------------------------|-----------|-------------------|------------------------------------------|----------------------|
| Moonlight                              | Channel 4 | 12/10/2019        | Generally accepted standards             | 1                    |
| Smuggled (trailer)                     | Channel 4 | 21/10/2019        | Generally accepted standards             | 1                    |
| Smuggled (trailer)                     | Channel 4 | 22/10/2019        | Generally accepted standards             | 1                    |
| Snackmasters                           | Channel 4 | 01/10/2019        | Race discrimination/offence              | 1                    |
| Stand Up to Cancer                     | Channel 4 | 13/10/2019        | Generally accepted standards             | 1                    |
| Stand Up to Cancer                     | Channel 4 | 20/10/2019        | Generally accepted standards             | 1                    |
| Stand Up to Cancer                     | Channel 4 | 20/10/2019        | Offensive language                       | 2                    |
| Supershoppers                          | Channel 4 | 28/08/2019        | Materially misleading                    | 25                   |
| The British Tribe Next Door (trailer)  | Channel 4 | 13/10/2019        | Race discrimination/offence              | 1                    |
| The British Tribe Next Door (trailer)  | Channel 4 | 17/10/2019        | Nudity                                   | 1                    |
| The Circle                             | Channel 4 | 03/10/2019        | Generally accepted standards             | 1                    |
| The Circle                             | Channel 4 | 04/10/2019        | Due impartiality/bias                    | 1                    |
| The Circle                             | Channel 4 | 06/10/2019        | Generally accepted standards             | 1                    |
| The Circle                             | Channel 4 | 09/10/2019        | Race discrimination/offence              | 47                   |
| The Circle                             | Channel 4 | 14/10/2019        | Race discrimination/offence              | 1                    |
| The Circle                             | Channel 4 | 14/10/2019        | Religious/Beliefs discrimination/offence | 1                    |
| The Circle                             | Channel 4 | 15/10/2019        | Generally accepted standards             | 2                    |
| The Circle                             | Channel 4 | 16/10/2019        | Generally accepted standards             | 12                   |
| The End of the F***ing World (trailer) | Channel 4 | 07/10/2019        | Scheduling                               | 1                    |
| The End of the F***ing World (trailer) | Channel 4 | 13/10/2019        | Scheduling                               | 1                    |
| The Great British Bake Off             | Channel 4 | 24/09/2019        | Generally accepted standards             | 1                    |
| The Great British Bake Off             | Channel 4 | 15/10/2019        | Dangerous behaviour                      | 1                    |
| The Great British Bake Off             | Channel 4 | 15/10/2019        | Generally accepted standards             | 2                    |
| The Great British Bake Off             | Channel 4 | 15/10/2019        | Religious/Beliefs discrimination/offence | 3                    |

| Programme                                 | Service    | Transmission Date | Categories                          | Number of complaints |
|-------------------------------------------|------------|-------------------|-------------------------------------|----------------------|
| The Great British Bake Off                | Channel 4  | 22/10/2019        | Generally accepted standards        | 1                    |
| Treasure Island with Bear Grylls          | Channel 4  | 06/10/2019        | Animal welfare                      | 1                    |
| Channel 5 News                            | Channel 5  | 08/10/2019        | Generally accepted standards        | 1                    |
| Doing Drugs For Fun?                      | Channel 5  | 07/10/2019        | Drugs, smoking, solvents or alcohol | 1                    |
| Gala Bingo's sponsorship of Home and Away | Channel 5  | 24/09/2019        | Sponsorship                         | 1                    |
| Jeremy Vine                               | Channel 5  | 30/09/2019        | Due impartiality/bias               | 1                    |
| Jeremy Vine                               | Channel 5  | 30/09/2019        | Generally accepted standards        | 3                    |
| Jeremy Vine                               | Channel 5  | 02/10/2019        | Materially misleading               | 1                    |
| Jeremy Vine                               | Channel 5  | 09/10/2019        | Age discrimination/offence          | 1                    |
| Jeremy Vine                               | Channel 5  | 10/10/2019        | Disability discrimination/offence   | 1                    |
| Jeremy Vine                               | Channel 5  | 10/10/2019        | Race discrimination/offence         | 1                    |
| Jeremy Vine                               | Channel 5  | 15/10/2019        | Gender discrimination/offence       | 1                    |
| Jeremy Vine                               | Channel 5  | 23/10/2019        | Gender discrimination/offence       | 1                    |
| Jeremy Vine                               | Channel 5  | 24/10/2019        | Gender discrimination/offence       | 1                    |
| Live Fight Night: Bellator MMA            | Channel 5  | 12/10/2019        | Generally accepted standards        | 1                    |
| The Hunting                               | Channel 5  | 30/09/2019        | Generally accepted standards        | 1                    |
| The Town The Gypsies Took Over            | Channel 5  | 13/08/2019        | Materially misleading               | 1                    |
| The Wonderful World of Crafting           | Channel 5  | 03/10/2019        | Gender discrimination/offence       | 1                    |
| Project Z                                 | CITV       | 21/10/2019        | Scheduling                          | 1                    |
| Top Gear                                  | Dave       | 13/10/2019        | Violence                            | 1                    |
| Comedians Giving Lectures                 | Dave Ja Vu | 29/09/2019        | Transgender discrimination/offence  | 1                    |
| London's Burning                          | Drama      | 03/10/2019        | Other                               | 1                    |
| Baby Daddy                                | E4         | 03/10/2019        | Sexual material                     | 1                    |
| Don't Tell the Bride                      | E4         | 19/10/2019        | Nudity                              | 1                    |
| Made in Chelsea                           | E4         | 14/10/2019        | Generally accepted standards        | 1                    |
| Made in Chelsea                           | E4         | 21/10/2019        | Race discrimination/offence         | 1                    |

| Programme                             | Service       | Transmission Date | Categories                          | Number of complaints |
|---------------------------------------|---------------|-------------------|-------------------------------------|----------------------|
| Naked Attraction                      | E4            | 16/10/2019        | Sexual material                     | 1                    |
| The British Tribe Next Door (trailer) | E4            | 21/10/2019        | Race discrimination/offence         | 1                    |
| Film Fear season (trailer)            | Film4         | 18/10/2019        | Scheduling                          | 1                    |
| Tom Kerridge's America                | Food Network  | 18/10/2019        | Animal welfare                      | 1                    |
| My 600lb Life programme information   | Freeview EPG  | 04/10/2019        | Materially misleading               | 1                    |
| Jenny and Ian at Breakfast            | GEM 106 Radio | 02/10/2019        | Generally accepted standards        | 1                    |
| Heart Breakfast                       | Heart FM      | 23/10/2019        | Generally accepted standards        | 1                    |
| Sian Welby                            | Heart FM      | 14/08/2019        | Generally accepted standards        | 1                    |
| Afternoon Show                        | Heartland UK  | 23/10/2019        | Race discrimination/offence         | 1                    |
| 5 Gold Rings                          | ITV           | 06/10/2019        | Generally accepted standards        | 1                    |
| Britain's Got Talent: The Champions   | ITV           | 05/10/2019        | Race discrimination/offence         | 1                    |
| Coronation Street                     | ITV           | 20/09/2019        | Race discrimination/offence         | 1                    |
| Coronation Street                     | ITV           | 27/09/2019        | Generally accepted standards        | 3                    |
| Coronation Street                     | ITV           | 27/09/2019        | Sexual material                     | 1                    |
| Coronation Street                     | ITV           | 04/10/2019        | Information/Warnings                | 5                    |
| Coronation Street                     | ITV           | 07/10/2019        | Information/Warnings                | 1                    |
| Coronation Street                     | ITV           | 09/10/2019        | Generally accepted standards        | 2                    |
| Coronation Street                     | ITV           | 18/10/2019        | Generally accepted standards        | 1                    |
| Coronation Street                     | ITV           | 23/10/2019        | Generally accepted standards        | 1                    |
| Doc Martin                            | ITV           | 02/10/2019        | Dangerous behaviour                 | 1                    |
| Emmerdale                             | ITV           | 08/10/2019        | Sexual material                     | 1                    |
| Emmerdale                             | ITV           | 10/10/2019        | Drugs, smoking, solvents or alcohol | 1                    |
| Emmerdale                             | ITV           | 16/10/2019        | Generally accepted standards        | 1                    |
| Good Morning Britain                  | ITV           | 11/09/2019        | Transgender discrimination/offence  | 950                  |
| Good Morning Britain                  | ITV           | 23/09/2019        | Due impartiality/bias               | 1                    |
| Good Morning Britain                  | ITV           | 24/09/2019        | Due impartiality/bias               | 2                    |

| Programme                          | Service | Transmission Date | Categories                               | Number of complaints |
|------------------------------------|---------|-------------------|------------------------------------------|----------------------|
| Good Morning Britain               | ITV     | 25/09/2019        | Disability discrimination/offence        | 5                    |
| Good Morning Britain               | ITV     | 30/09/2019        | Race discrimination/offence              | 1                    |
| Good Morning Britain               | ITV     | 02/10/2019        | Generally accepted standards             | 20                   |
| Good Morning Britain               | ITV     | 07/10/2019        | Gender discrimination/offence            | 1                    |
| Good Morning Britain               | ITV     | 07/10/2019        | Generally accepted standards             | 1                    |
| Good Morning Britain               | ITV     | 08/10/2019        | Generally accepted standards             | 186                  |
| Good Morning Britain               | ITV     | 10/10/2019        | Generally accepted standards             | 1                    |
| Good Morning Britain               | ITV     | 14/10/2019        | Generally accepted standards             | 2                    |
| Good Morning Britain               | ITV     | 14/10/2019        | Transgender discrimination/offence       | 1                    |
| Good Morning Britain               | ITV     | 15/10/2019        | Materially misleading                    | 1                    |
| Good Morning Britain               | ITV     | 15/10/2019        | Transgender discrimination/offence       | 15                   |
| Good Morning Britain               | ITV     | 18/10/2019        | Due impartiality/bias                    | 1                    |
| Good Morning Britain               | ITV     | 21/10/2019        | Generally accepted standards             | 1                    |
| Good Morning Britain / Lorraine    | ITV     | 07/10/2019        | Competitions                             | 1                    |
| Inside Prison: Britain Behind Bars | ITV     | 06/10/2019        | Generally accepted standards             | 1                    |
| Inside Prison: Britain Behind Bars | ITV     | 10/10/2019        | Materially misleading                    | 1                    |
| ITV News                           | ITV     | 16/09/2019        | Due accuracy                             | 1                    |
| ITV News                           | ITV     | 26/09/2019        | Due impartiality/bias                    | 1                    |
| ITV News                           | ITV     | 26/09/2019        | Generally accepted standards             | 3                    |
| ITV News                           | ITV     | 01/10/2019        | Due impartiality/bias                    | 1                    |
| ITV News                           | ITV     | 01/10/2019        | Violence                                 | 1                    |
| ITV News                           | ITV     | 08/10/2019        | Due impartiality/bias                    | 1                    |
| ITV News                           | ITV     | 12/10/2019        | Due impartiality/bias                    | 1                    |
| ITV News                           | ITV     | 14/10/2019        | Due impartiality/bias                    | 1                    |
| ITV News                           | ITV     | 14/10/2019        | Generally accepted standards             | 1                    |
| ITV News                           | ITV     | 14/10/2019        | Religious/Beliefs discrimination/offence | 1                    |
| Judge Rinder                       | ITV     | 08/10/2019        | Generally accepted standards             | 1                    |

| Programme                                           | Service     | Transmission Date | Categories                         | Number of complaints |
|-----------------------------------------------------|-------------|-------------------|------------------------------------|----------------------|
| Loose Women                                         | ITV         | 17/09/2019        | Transgender discrimination/offence | 1                    |
| Loose Women                                         | ITV         | 14/10/2019        | Generally accepted standards       | 1                    |
| Loose Women                                         | ITV         | 15/10/2019        | Generally accepted standards       | 2                    |
| Party Political Broadcast by the Conservative Party | ITV         | 02/10/2019        | Materially misleading              | 1                    |
| Paul O'Grady's Little Heroes                        | ITV         | 17/10/2019        | Generally accepted standards       | 1                    |
| Peston                                              | ITV         | 09/10/2019        | Due impartiality/bias              | 1                    |
| Public service announcements                        | ITV         | 22/10/2019        | Political advertising              | 1                    |
| Rugby World Cup                                     | ITV         | 05/10/2019        | Race discrimination/offence        | 1                    |
| Rugby World Cup                                     | ITV         | 06/10/2019        | Race discrimination/offence        | 1                    |
| Rugby World Cup: Japan v Russia                     | ITV         | 20/09/2019        | Race discrimination/offence        | 1                    |
| The Chase                                           | ITV         | 30/09/2019        | Generally accepted standards       | 1                    |
| The Jonathan Ross Show                              | ITV         | 05/10/2019        | Generally accepted standards       | 1                    |
| This Morning                                        | ITV         | 31/07/2019        | Race discrimination/offence        | 1                    |
| This Morning                                        | ITV         | 08/10/2019        | Generally accepted standards       | 1                    |
| This Morning                                        | ITV         | 10/10/2019        | Materially misleading              | 1                    |
| Who Wants to Be a Millionaire?                      | ITV         | 13/10/2019        | Generally accepted standards       | 1                    |
| ITV News Central                                    | ITV Central | 04/10/2019        | Generally accepted standards       | 2                    |
| ITV Wales News                                      | ITV Wales   | 26/09/2019        | Due impartiality/bias              | 1                    |
| Coronation Street                                   | ITV2        | 29/09/2019        | Generally accepted standards       | 1                    |
| Don't Hate the Playaz                               | ITV2        | 02/10/2019        | Race discrimination/offence        | 2                    |
| Plebs                                               | ITV2        | 30/09/2019        | Animal welfare                     | 7                    |
| Take Me Out                                         | ITV2        | 09/10/2019        | Generally accepted standards       | 1                    |
| You've Been Framed                                  | ITV2        | 23/09/2019        | Generally accepted standards       | 1                    |
| You've Been Framed                                  | ITV2        | 10/10/2019        | Generally accepted standards       | 1                    |

| Programme                                   | Service                   | Transmission Date | Categories                        | Number of complaints |
|---------------------------------------------|---------------------------|-------------------|-----------------------------------|----------------------|
| Sam & Billie: The Mummy Diaries             | ITVBe                     | 09/10/2019        | Product placement                 | 1                    |
| The Real Housewives of Cheshire             | ITVBe                     | 14/10/2019        | Generally accepted standards      | 2                    |
| The Real Housewives of Cheshire             | ITVBe                     | 20/10/2019        | Generally accepted standards      | 1                    |
| Södertäljepolisén                           | Kanal 5 (Sweden)          | 27/08/2019        | Materially misleading             | 1                    |
| Andrew Pierce                               | LBC 97.3 FM               | 11/10/2019        | Generally accepted standards      | 1                    |
| James O'Brien                               | LBC 97.3 FM               | 15/10/2019        | Generally accepted standards      | 1                    |
| Nick Ferrari                                | LBC 97.3 FM               | 30/09/2019        | Due impartiality/bias             | 1                    |
| Nick Ferrari                                | LBC 97.3 FM               | 11/10/2019        | Generally accepted standards      | 1                    |
| Nigel Farage                                | LBC 97.3 FM               | 11/09/2019        | Crime and disorder                | 1                    |
| Nigel Farage                                | LBC 97.3 FM               | 29/09/2019        | Due accuracy                      | 1                    |
| Nigel Farage                                | LBC 97.3 FM               | 07/10/2019        | Materially misleading             | 1                    |
| Shelagh Fogarty                             | LBC 97.3 FM               | 30/09/2019        | Generally accepted standards      | 1                    |
| Shelagh Fogarty                             | LBC 97.3 FM               | 02/10/2019        | Generally accepted standards      | 1                    |
| Shelagh Fogarty                             | LBC 97.3 FM               | 04/10/2019        | Gender discrimination/offence     | 1                    |
| Steve Allen                                 | LBC 97.3 FM               | 21/10/2019        | Generally accepted standards      | 1                    |
| Public service announcements                | n/a                       | Various           | Political advertising             | 1                    |
| Poranna Zmiana                              | Polish Radio London (PRL) | 03/10/2019        | Generally accepted standards      | 1                    |
| Q Radio Breakfast                           | Q Radio 96.7 (Belfast)    | 10/10/2019        | Disability discrimination/offence | 1                    |
| EFL                                         | Quest                     | 02/10/2019        | Product placement                 | 1                    |
| Fantom Works                                | Quest                     | 27/09/2019        | Offensive language                | 1                    |
| Fantom Works                                | Quest                     | 01/10/2019        | Offensive language                | 1                    |
| Gujrati Radio Show                          | Radio Faza 97.1 FM        | 17/08/2019        | Hatred and abuse                  | 1                    |
| Dr Pimple Popper (trailer)                  | Really                    | 21/10/2019        | Generally accepted standards      | 1                    |
| Territorija Zablužhdenijs Igorem Prokopenko | Ren TV Baltic             | 10/07/2019        | Due impartiality/bias             | 1                    |
| All Out Politics                            | Sky News                  | 23/09/2019        | Generally accepted standards      | 1                    |
| All Out Politics                            | Sky News                  | 24/09/2019        | Due impartiality/bias             | 1                    |
| All Out Politics                            | Sky News                  | 09/10/2019        | Due impartiality/bias             | 3                    |

| Programme               | Service  | Transmission Date | Categories                               | Number of complaints |
|-------------------------|----------|-------------------|------------------------------------------|----------------------|
| All Out Politics        | Sky News | 09/10/2019        | Offensive language                       | 1                    |
| All Out Politics        | Sky News | 21/10/2019        | Due impartiality/bias                    | 1                    |
| Kay Burley              | Sky News | 24/09/2019        | Due impartiality/bias                    | 1                    |
| Kay Burley              | Sky News | 01/10/2019        | Gender discrimination/offence            | 1                    |
| Kay Burley              | Sky News | 01/10/2019        | Generally accepted standards             | 1                    |
| Kay Burley              | Sky News | 02/10/2019        | Due impartiality/bias                    | 1                    |
| Kay Burley at Breakfast | Sky News | 14/10/2019        | Generally accepted standards             | 1                    |
| Kay Burley at Breakfast | Sky News | 17/10/2019        | Generally accepted standards             | 72                   |
| Kay Burley at Breakfast | Sky News | 21/10/2019        | Due impartiality/bias                    | 1                    |
| Paper Review            | Sky News | 28/09/2019        | Generally accepted standards             | 1                    |
| Sky News                | Sky News | 12/09/2019        | Materially misleading                    | 1                    |
| Sky News                | Sky News | 18/09/2019        | Under 18s in programmes                  | 1                    |
| Sky News                | Sky News | 24/09/2019        | Due impartiality/bias                    | 1                    |
| Sky News                | Sky News | 25/09/2019        | Due impartiality/bias                    | 2                    |
| Sky News                | Sky News | 29/09/2019        | Due impartiality/bias                    | 1                    |
| Sky News                | Sky News | 01/10/2019        | Due impartiality/bias                    | 1                    |
| Sky News                | Sky News | 01/10/2019        | Generally accepted standards             | 1                    |
| Sky News                | Sky News | 02/10/2019        | Due accuracy                             | 1                    |
| Sky News                | Sky News | 04/10/2019        | Generally accepted standards             | 1                    |
| Sky News                | Sky News | 07/10/2019        | Due impartiality/bias                    | 1                    |
| Sky News                | Sky News | 07/10/2019        | Generally accepted standards             | 1                    |
| Sky News                | Sky News | 09/10/2019        | Due impartiality/bias                    | 1                    |
| Sky News                | Sky News | 10/10/2019        | Due accuracy                             | 1                    |
| Sky News                | Sky News | 12/10/2019        | Due accuracy                             | 1                    |
| Sky News                | Sky News | 12/10/2019        | Religious/Beliefs discrimination/offence | 1                    |
| Sky News                | Sky News | 14/10/2019        | Due accuracy                             | 1                    |
| Sky News                | Sky News | Various           | Due impartiality/bias                    | 1                    |
| Sophy Ridge             | Sky News | 06/10/2019        | Generally accepted standards             | 1                    |
| Stella (trailer)        | Sky News | 07/10/2019        | Offensive language                       | 1                    |
| Stella (trailer)        | Sky News | 17/10/2019        | Sexual material                          | 1                    |
| The Pledge              | Sky News | 10/10/2019        | Due accuracy                             | 1                    |

| Programme                                                 | Service                   | Transmission Date | Categories                    | Number of complaints |
|-----------------------------------------------------------|---------------------------|-------------------|-------------------------------|----------------------|
| Premier League Football: Crystal Palace v Manchester City | Sky Sports Football       | 19/10/2019        | Hypnotic and other techniques | 1                    |
| Live EFL: Queens Park Rangers v West Bromwich Albion      | Sky Sports Main Event     | 28/09/2019        | Generally accepted standards  | 1                    |
| Premier League Football: Crystal Palace v Manchester City | Sky Sports Main Event     | 19/10/2019        | Hypnotic and other techniques | 1                    |
| Premier League Football: Everton v Manchester City        | Sky Sports Main Event     | 28/09/2019        | Race discrimination/offence   | 1                    |
| Sky Sports News at Ten                                    | Sky Sports News           | 18/10/2019        | Materially misleading         | 1                    |
| Live Renault Super Sunday                                 | Sky Sports Premier League | 20/10/2019        | Hypnotic and other techniques | 1                    |
| A League of Their Own                                     | Sky1                      | 04/10/2019        | Generally accepted standards  | 1                    |
| Rob and Romesh vs Fashion                                 | Sky1                      | 30/09/2019        | Offensive language            | 1                    |
| Studio 66                                                 | Studio 66 TV              | 11/10/2019        | Participation TV – Harm       | 1                    |
| Studio 66                                                 | Studio 66 TV              | 13/10/2019        | Participation TV – Harm       | 1                    |
| Party Political Broadcast by the Scottish National Party  | STV                       | 14/10/2019        | Generally accepted standards  | 1                    |
| STV News                                                  | STV                       | 05/09/2019        | Generally accepted standards  | 1                    |
| STV News                                                  | STV                       | 29/09/2019        | Due impartiality/bias         | 1                    |
| The Independent Republic of Mike Graham                   | Talk Radio                | 26/09/2019        | Generally accepted standards  | 1                    |
| Drive                                                     | Talksport                 | 11/10/2019        | Materially misleading         | 1                    |
| GameDay Exclusive: Everton v West Ham                     | Talksport                 | 19/10/2019        | Generally accepted standards  | 1                    |
| Grind My Gears                                            | Talksport                 | 11/10/2019        | Generally accepted standards  | 1                    |
| UTV Live                                                  | UTV                       | 17/09/2019        | Due impartiality/bias         | 1                    |
| Guddan Tumse Na Ho Payega                                 | ZEE TV                    | 14/08/2019        | Cross/self promotions         | 1                    |

[How Ofcom assesses complaints about content standards on television and radio programmes](#)

Complaints assessed under the Procedures for investigating breaches of content standards on BBC broadcasting services and BBC ODPS.

| Programme                 | Service     | Transmission Date | Categories            | Number of complaints |
|---------------------------|-------------|-------------------|-----------------------|----------------------|
| Climate Change: The Facts | BBC 1       | 18/04/2019        | Materially misleading | 1                    |
| The One Show              | BBC 1       | 30/04/2019        | Materially misleading | 1                    |
| Today                     | BBC Radio 4 | 29/04/2019        | Due accuracy          | 1                    |

[How Ofcom assesses complaints about content standards on BBC broadcasting services and BBC ODPS](#)

## Complaints assessed under the General Procedures for investigating breaches of broadcast licences

Here is an alphabetical list of complaints that, after careful assessment, Ofcom has decided not to pursue between 14 and 27 October 2019 because they did not raise issues warranting investigation.

| Licensee             | Licensed service        | Categories      | Number of complaints |
|----------------------|-------------------------|-----------------|----------------------|
| Radio Newark Limited | Radio Newark            | Key Commitments | 1                    |
| Smooth Radio NE Ltd  | Smooth Radio North East | Format          | 1                    |

### How Ofcom assesses complaints about broadcast licences

## Complaints assessed under the Procedures for investigating breaches of rules for On Demand programme services

| Service provider | Categories      | Number of complaints |
|------------------|-----------------|----------------------|
| CHILI            | Access services | 1                    |

### How Ofcom assesses complaints about on demand services

## Complaints outside of remit

Here are alphabetical lists of complaints received by Ofcom that fell outside of our remit. This is because Ofcom is not responsible for regulating the issue complained about. For example, the complaints were about the content of television, radio or on demand adverts or an on demand service that does not fall within the scope of regulation.

| Programme                                   | Service                    | Transmission Date | Categories              | Number of complaints |
|---------------------------------------------|----------------------------|-------------------|-------------------------|----------------------|
| Advertisement                               | All 4                      | 05/10/2019        | Advertising content     | 1                    |
| Glastonbury                                 | BBC 2                      | 30/06/2019        | Outside of remit        | 1                    |
| Programming                                 | BBC channels               | Various           | Outside of remit        | 1                    |
| Programming (trailers)                      | BBC channels               | n/a               | Outside of remit        | 1                    |
| n/a                                         | BBC Red Button             | n/a               | Outside of remit        | 2                    |
| UEFA Champions League Highlights            | BT Sport 2                 | 23/10/2019        | Outside of remit        | 1                    |
| n/a                                         | Buchan Radio               | 14/10/2019        | Other                   | 1                    |
| Advertisement                               | Channel 4                  | 16/10/2019        | Advertising content     | 1                    |
| Advertisement                               | Channel 4                  | 17/10/2019        | Advertising content     | 1                    |
| Channel 4 News                              | Channel 4                  | 01/10/2019        | Outside of remit        | 1                    |
| Continuity announcement                     | Channel 4                  | 17/10/2019        | Outside of remit        | 1                    |
| Gogglebox                                   | Channel 4                  | 18/10/2019        | Outside of remit        | 1                    |
| Miss Peregrine's Home For Peculiar Children | Channel 4                  | 17/08/2019        | Outside of remit        | 1                    |
| The Handmaid's Tale                         | Channel 4                  | 28/07/2019        | Outside of remit        | 1                    |
| Advertisement                               | Channel 5                  | 14/10/2019        | Advertising content     | 1                    |
| Advertisement                               | Channel 5                  | 22/10/2019        | Advertising content     | 1                    |
| Miss Christmas                              | Channel 5                  | 20/10/2019        | Outside of remit        | 1                    |
| Advertisement                               | Classic FM                 | 19/10/2019        | Advertising content     | 1                    |
| Programming                                 | FGTeeV YouTube Channel     | 28/09/2019        | Protection of under 18s | 1                    |
| Life Matters                                | God TV                     | 20/10/2019        | Outside of remit        | 1                    |
| Life Matters                                | God TV                     | 22/10/2019        | Outside of remit        | 1                    |
| Advertisement                               | Greatest Hits Radio        | 18/10/2019        | Advertising content     | 1                    |
| Tefal Cook4me                               | Ideal World                | 15/10/2019        | Teleshopping            | 1                    |
| Instagram                                   | Instagram page Green_Chidi | 24/10/2019        | Outside of remit        | 1                    |
| Advertisement                               | ITV                        | 10/10/2019        | Advertising content     | 1                    |
| Advertisement                               | ITV                        | 13/10/2019        | Advertising content     | 1                    |
| Advertisement                               | ITV                        | 14/10/2019        | Advertising content     | 2                    |
| Advertisement                               | ITV                        | 15/10/2019        | Advertising content     | 1                    |
| Advertisement                               | ITV                        | 16/10/2019        | Advertising content     | 1                    |
| Advertisement                               | ITV                        | 17/10/2019        | Advertising content     | 1                    |
| Advertisement                               | ITV                        | 19/10/2019        | Advertising content     | 4                    |
| Advertisements                              | ITV                        | 20/10/2019        | Advertising content     | 2                    |

| Programme                                       | Service                          | Transmission Date | Categories                           | Number of complaints |
|-------------------------------------------------|----------------------------------|-------------------|--------------------------------------|----------------------|
| The X Factor: Celebrity                         | ITV                              | 19/10/2019        | Outside of remit                     | 4                    |
| Programming                                     | ITV Hub                          | 10/09/2019        | Non-editorial                        | 1                    |
| Advertisement                                   | ITV3                             | 11/10/2019        | Advertising content                  | 1                    |
| Advertisement                                   | Magic FM                         | 11/10/2019        | Advertising content                  | 1                    |
| Advertisement                                   | Moorlands Radio                  | 12/10/2019        | Advertising content                  | 1                    |
| Advertisements                                  | Moorlands Radio                  | 18/10/2019        | Advertising content                  | 1                    |
| Programming                                     | Morgz YouTube Channel            | 08/09/2019        | Protection of under 18s              | 1                    |
| Advertisement                                   | n/a                              | 23/10/2019        | Advertising content                  | 1                    |
| Programme trailer                               | n/a                              | 23/10/2019        | Outside of remit                     | 1                    |
| Sound and Fury                                  | Netflix                          | 01/10/2019        | Generally accepted standards - other | 1                    |
| Wheeler Dealers                                 | Quest                            | 14/10/2019        | Outside of remit                     | 1                    |
| All Out Politics                                | Sky News                         | 21/10/2019        | Outside of remit                     | 1                    |
| Sky News                                        | Sky News                         | 19/10/2019        | Outside of remit                     | 1                    |
| Subtitling                                      | Sky Q                            | Various           | Other                                | 1                    |
| Funny Women at Women of The World Festival 2012 | Southbank Centre YouTube Channel | 14/09/2019        | Other                                | 1                    |
| Programming                                     | Unknown                          | 12/10/2019        | Non-editorial                        | 2                    |
| Advertisement                                   | W                                | 13/10/2019        | Advertising content                  | 1                    |

[More information about what Ofcom's rules cover](#)

## BBC First

The BBC Royal Charter and Agreement was published in December 2016, which made Ofcom the independent regulator of the BBC.

Under the BBC Agreement, Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC and the BBC has reached its final decision (the 'BBC First' approach).

The complaints in this table had been made to Ofcom before completing the BBC's complaints process.

### Complaints about BBC television, radio or on demand programmes

| Programme             | Service | Transmission or Accessed Date | Categories                               | Number of Complaints |
|-----------------------|---------|-------------------------------|------------------------------------------|----------------------|
| BBC Breakfast News    | BBC 1   | 05/10/2019                    | Due impartiality/bias                    | 1                    |
| BBC News              | BBC 1   | 21/07/2019                    | Due impartiality/bias                    | 1                    |
| BBC News              | BBC 1   | 07/10/2019                    | Due impartiality/bias                    | 1                    |
| BBC News              | BBC 1   | 11/10/2019                    | Due impartiality/bias                    | 1                    |
| BBC News              | BBC 1   | 14/10/2019                    | Due impartiality/bias                    | 1                    |
| Breakfast             | BBC 1   | 15/10/2019                    | Generally accepted standards             | 1                    |
| Casualty              | BBC 1   | 10/10/2019                    | Generally accepted standards             | 1                    |
| EastEnders            | BBC 1   | 11/10/2019                    | Generally accepted standards             | 1                    |
| EastEnders            | BBC 1   | 15/10/2019                    | Violence                                 | 1                    |
| Peaky Blinders        | BBC 1   | 21/09/2019                    | Religious/Beliefs discrimination/offence | 1                    |
| Question Time         | BBC 1   | 27/10/2011                    | Due impartiality/bias                    | 1                    |
| Question Time         | BBC 1   | 05/09/2019                    | Due impartiality/bias                    | 1                    |
| Question Time         | BBC 1   | 10/10/2019                    | Generally accepted standards             | 1                    |
| Strictly Come Dancing | BBC 1   | 12/10/2019                    | Competitions                             | 7                    |
| Sunday Politics       | BBC 1   | 29/09/2019                    | Generally accepted standards             | 1                    |
| The Andrew Marr Show  | BBC 1   | 12/05/2019                    | Due impartiality/bias                    | 1                    |
| The Andrew Marr Show  | BBC 1   | 13/10/2019                    | Due impartiality/bias                    | 1                    |
| The Andrew Marr Show  | BBC 1   | 13/10/2019                    | Generally accepted standards             | 1                    |
| The Apprentice        | BBC 1   | 16/10/2019                    | Gender discrimination/offence            | 6                    |
| The Rise of the Nazis | BBC 1   | 06/10/2019                    | Generally accepted standards             | 1                    |
| Hairy Bikers Route 66 | BBC 2   | 24/10/2019                    | Drugs, smoking, solvents or alcohol      | 1                    |
| Newsnight             | BBC 2   | 05/09/2019                    | Due accuracy                             | 1                    |

| <b>Programme</b>             | <b>Service</b>   | <b>Transmission or Accessed Date</b> | <b>Categories</b>            | <b>Number of Complaints</b> |
|------------------------------|------------------|--------------------------------------|------------------------------|-----------------------------|
| Newsnight                    | BBC 2            | 30/09/2019                           | Due impartiality/bias        | 1                           |
| The Mash Report              | BBC 2            | 13/10/2019                           | Generally accepted standards | 1                           |
| BBC News                     | BBC channels     | 04/10/2019                           | Due impartiality/bias        | 1                           |
| Programming                  | BBC channels     | Various                              | Due impartiality/bias        | 1                           |
| The Mash Report              | BBC iPlayer      | 05/10/2019                           | Generally accepted standards | 1                           |
| Watchdog                     | BBC iPlayer      | 17/10/2019                           | Materially misleading        | 1                           |
| BBC News                     | BBC News Channel | 31/05/2019                           | Due impartiality/bias        | 1                           |
| BBC News                     | BBC News Channel | 01/06/2019                           | Due impartiality/bias        | 1                           |
| BBC News                     | BBC News Channel | 03/10/2019                           | Due impartiality/bias        | 1                           |
| BBC News                     | BBC News Channel | 09/10/2019                           | Due impartiality/bias        | 1                           |
| Scott Mills in the Afternoon | BBC Radio 1      | 03/09/2019                           | Generally accepted standards | 1                           |
| The Zoe Ball Breakfast Show  | BBC Radio 2      | Various                              | Generally accepted standards | 1                           |
| BBC News                     | BBC Radio 4      | 01/10/2019                           | Due impartiality/bias        | 1                           |
| My Life: I Will Survive      | CBBC             | 14/10/2019                           | Scheduling                   | 1                           |

## Investigations List

If Ofcom considers that a broadcaster or service provider may have breached its codes, rules, licence condition or other regulatory requirements, it will start an investigation.

**It is important to note that an investigation by Ofcom does not necessarily mean the broadcaster or service provider has done anything wrong. Not all investigations result in breaches of the codes, rules, licence conditions or other regulatory requirements being recorded.**

Here are alphabetical lists of new investigations launched between 14 and 27 October 2019.

### Investigations launched under the Procedures for investigating breaches of content standards for television and radio

| Programme                | Service                | Transmission date |
|--------------------------|------------------------|-------------------|
| Subh Saverey Pakistan    | 92 News                | 21/08/2019        |
| Geoff Ruderham           | Black Diamond FM 107.8 | 02/09/2019        |
| Truth Exposed (Peace TV) | Peace TV               | 08/10/2019        |
| Top Fifteens             | Radio Caroline         | 30/09/2019        |
| Resonance FM             | Resonance FM           | 04/10/2019        |

[How Ofcom assesses complaints and conducts investigations about content standards on television and radio programmes](#)

### Investigations launched under the Procedures for the consideration and adjudication of Fairness and Privacy complaints

| Programme                  | Service   | Transmission date |
|----------------------------|-----------|-------------------|
| 24 Hours in Police Custody | Channel 4 | 29/07/2019        |
| Naya Pakistan              | Geo News  | 22/06/2019        |
| Breaking Point with Malick | Hum News  | 14/07/2019        |

[How Ofcom considers and adjudicates upon Fairness and Privacy complaints about television and radio programmes](#)

## Investigations launched under the General Procedures for investigating breaches of broadcast licences

| Licensee                     | Licensed Service  |
|------------------------------|-------------------|
| Awaaz FM Community Radio CIC | Awaaz Radio       |
| Esplanade Vale Media Limited | British Muslim TV |

[How Ofcom assesses complaints and conducts investigations about broadcast licences](#)