

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 objectives¹. Ofcom also has a duty to ensure that On Demand Programme Services ("ODPS") comply with certain standards requirements set out in the Act².

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 advertising³.
- 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

¹ The relevant legislation is set out in detail in Annex 1 of the Code.

² The relevant legislation can be found at Part 4A of the Act.

³ 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.

relevant licensees must provide), the Code on Electronic Programme Guides, the Code on Listed Events, and the Cross Promotion Code.

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.

Broadcast Standards cases

In Breach

Scotland Yard

Talking Pictures TV, 13 September 2017, 15:25

Introduction

Talking Pictures TV is an entertainment channel broadcasting classic films and archive programmes. The channel is owned and operated by Talking Pictures TV Ltd ("Talking Pictures" or "the Licensee").

Scotland Yard is a series of short British crime dramas made between 1953 and 1961. The episode *The Mail Van Murder* was produced in 1957 and shows a Police Superintendent on the trail of a violent gang boss.

We received a complaint about potentially offensive language broadcast at 15:30. In a scene near the start of the programme, two men, one black and one white, were shown being released from prison. A car was shown pulling up outside the prison and a voice from within the car said to the black man, "Get in, sambo". He got into the car but when the white man tried to follow him he was told, "Sorry, no lift". The car drove away, leaving the white man standing outside the prison and the story continued, focusing on him.

We considered the language raised potential issues under Rule 2.3 of the Code, which states:

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

We therefore sought comments from the Licensee on how the programme complied with this rule.

Response

Talking Pictures apologised, saying "We never want to offend our viewers", who it said are likely to be adult viewers aged over 55. It said that all its programmes are "reviewed before broadcast to check for content and terminology used in the era of production...that could raise concerns among today's audiences". However, the Licensee said that in this case its editor "was not familiar with the term 'sambo'". Further, it argued that because the word was used "in the context of an ex-prisoner being collected from prison on release while his co-prisoner was not offered a lift, it did not stand out as a discriminatory or insulting term". Therefore, "the error arose...due to our editor's ignorance of the term, as well as the manner in which it was delivered in the show i.e. it was not used aggressively or in an insulting manner".

However, Talking Pictures said "We do not defend the use of the term 'sambo' on the basis of the historical context. We acknowledge that the term is likely to be offensive to those who recognise it and its connotations today".

After being made aware of the complaint, the Licensee said it had “dipped the audio to remove the term on repeat broadcasts” and revised its editorial guidelines “to broaden the language references that will automatically trigger referral [to the channel’s managing director] for approval”.

The Licensee also made representations in response to Ofcom’s Preliminary View, which was that the programme was in breach of Rule 2.3 the Code. It questioned whether the word “sambo” should be treated “on a par with highly offensive, racist insults like the N and P words” as the word was recognised by less than 40% of respondents in Ofcom’s 2016 research on offensive language and “is recorded in the Collins dictionary as ‘in the lower 50% of commonly used words’”. It also questioned why Ofcom’s Preliminary View did not refer to “a generational divide on the understanding of certain words” noted in Ofcom’s 2016 research. The Licensee also provided several online sources¹ on the “meaning and understanding” of the word “sambo”. Further, Talking Pictures stressed that, in its view, the statement (“*Get in, sambo*”) “clearly had no racist intent, no insult and was understandable in the context of the era of the programme” and that “the word was not used in a highly offensive or discriminatory manner”.

The Licensee also said that: “The error in question here was generational not intentional [emphasis added by Licensee] or deliberate and we acted quickly to correct it”. Talking Pictures argued that “given the swift action we took to what was a genuine human error” Ofcom should consider the matter to be resolved as Ofcom “does in some cases of a F-word being stated pre-watershed or the N-word being said in a historical, Southern US film”. It also referred to the use of the word “*Paki*” included in episodes of the British sitcom “*Only Fools and Horses*”, stating that this offensive term was used “for a corner shop owner in 2007 and this was...resolved by Ofcom” in relation to an episode broadcast by UKTV Gold.

Decision

Reflecting our duties under the Communications Act 2003², Section Two of the Code requires that “generally accepted standards” are applied so as to provide adequate protection for members of the public from the inclusion of harmful or offensive material.

Ofcom has taken account of the audience’s and the broadcaster’s right to freedom of expression set out in Article 10 of the European Convention on Human Rights. Ofcom must seek an appropriate balance between ensuring members of the public are adequately protected from material which may be considered offensive on one hand and the right to freedom of expression on the other.

Under Rule 2.3, broadcasters must ensure that potentially offensive material is justified by context. Context is assessed by reference to a range of factors including the editorial content of the programme, the service in which the material is broadcast, the time of broadcast and the likely expectation of the audience.

¹ The Licensee provided details of “results of internet searches on the meaning and understanding of ‘Sambo’”, which it asked Ofcom to take into account in addition to Ofcom’s 2016 research.

² <http://www.legislation.gov.uk/ukpga/2003/21/section/319>

We first considered whether the language had the potential to cause offence. Ofcom's 2016 research³ on offensive language makes clear that the word "sambo" is considered by audiences to be a derogatory term for black people and to be among the "strongest language" and "highly unacceptable without strong contextualisation". We took into account that, on the one hand, although the Licensee argued that the 2016 research had referred to there being "a generational divide on the understanding of certain offensive words", "sambo" was not listed as one of these words. On the other hand, although respondents considered "sambo" to be highly offensive at all times, recognition of the word was "low". However, the research also found that even if respondents were not familiar with a particular word and were therefore not personally offended, they were clear that care should be taken over the use of such words because of their potential to cause offence.

Ofcom then considered whether the broadcast of this word was justified by the context. We considered that viewers were unlikely to have expected to hear highly offensive discriminatory language without the strongest contextualisation.

Talking Pictures acknowledged that the word "sambo" was offensive, but added that the use of it in this case "clearly had no racist intent, no insult and was understandable in the context of the era of the programme". We acknowledged that the word "sambo" was not delivered aggressively although in the context of the programme it was not clear whether its use had a racist or insulting intent. However, we considered that many of the likely audience for the programme, who as the Licensee confirmed were those aged 55 and over, would have recognised the word and, as the Licensee accepted, may have found it offensive. Viewers would also have realised that this film was made in the 1950s and therefore reflected language used at the time. The word was used casually, but without being challenged or otherwise contextualised as a modern audience might expect it to be, particularly in a pre-watershed broadcast. There was also no warning given ahead of the broadcast.

We took into account that the word had been missed during pre-broadcast checks, the Licensee removed the word from repeat broadcasts, and has taken steps to ensure that the transmission of such offensive language does not occur again.

On 9 January 2017, Talking Pictures was found⁴ in breach of the Code for the broadcast, on 24 August 2016, of racially offensive language before the watershed without sufficient contextual justification. In the present case, Talking Pictures argued that "given the swift action we took to what was a genuine human error" Ofcom should consider the matter to be resolved as Ofcom "does in some cases of a F-word being stated pre-watershed or the N-word being said in a historical, Southern US film" or in cases where the word "Paki" was broadcast in episodes of "*Only Fools and Horses*"⁵. However, we considered that these cases

³ Attitudes to potentially offensive language and gestures on TV and radio, September 2016. See page 13 of the Quick Reference Guide:

https://www.ofcom.org.uk/_data/assets/pdf_file/0023/91625/OfcomQRG-AOC.pdf

See also the main report:

https://www.ofcom.org.uk/_data/assets/pdf_file/0022/91624/OfcomOffensiveLanguage.pdf

⁴ See issue 320 of Ofcom's Broadcast and On Demand Bulletin, 9 January 2017:

https://www.ofcom.org.uk/_data/assets/pdf_file/0033/96558/Issue-320-of-Ofcoms-Broadcast-and-On-Demand-Bulletin.pdf

⁵ In issue 88 of Ofcom's Broadcast and On Demand Bulletin, 2 July 2007, two episodes of '*Only Fools and Horses*' were listed in the table 'Other Programmes Not in Breach/Out of Remit':

https://www.ofcom.org.uk/_data/assets/pdf_file/0021/45903/issue88.pdf

were not directly comparable, and that this was the second time in a relatively short time period that the Licensee had broadcast racially offensive and discriminatory language in pre-recorded programming. We considered the subsequent steps taken by Talking Pictures were not sufficient to mitigate the potential offence in this case. Therefore, it was Ofcom's Decision that the broadcast of this offensive language exceeded generally accepted standards, in breach of Rule 2.3 of the Code.

We note the steps taken by the Licensee to improve compliance. However, we do not expect any repetition of such content in future.

Breach of Rule 2.3

Broadcast Licence Conditions cases

In Breach

Broadcast licensees' late and non-payment of licence fees *Various licensees*

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 Principles¹. Detail on the fees and charges payable by licensees is set out in Ofcom's Tariff Tables².

The payment of a licence fee and payment made on time is a requirement of a broadcasting licence.³

- 1) 'The Licensee shall pay to Ofcom such fees as Ofcom may determine in accordance with the tariff fixed by it and for the time being in force under Section 87 (3) of the 1990 Act as Ofcom shall from time to time publish in such manner as it considers appropriate.
- 2) Payment of the fees referred to...above shall be made in such manner and at such times as Ofcom shall specify...'

Failure by a licensee to pay its licence fee when required represents a significant and fundamental breach of a broadcast licence, as it means that Ofcom may be unable properly to carry out its regulatory duties.

In Breach – late payment

The following licensees failed to pay their annual licence fees by the required payment date. These licensees have therefore breached Condition 4(2) of their licences.

The outstanding payments have now been received by Ofcom. Ofcom will not be taking any further regulatory action in these cases.

Licensee	Service Name	Licence Number
99 Media Org Limited	TV 99	TLCS001747
AELTC (Championships) Limited	Live@Wimbledon	TLCS001756
Akaal Channel Limited	Akaal Channel	TLCS001694
AplusLive Media Limited	Muzik Ankara	TLCS001195
Arsenal Holdings Plc	AH	TLCS001210

¹ Statement of Charging Principles -

http://stakeholders.ofcom.org.uk/binaries/consultations/socp/statement/charging_principles.pdf

² https://www.ofcom.org.uk/_data/assets/pdf_file/0029/99614/Tariff-Tables-2017-18-.pdf

³ As set out in Licence Condition 3 for radio licensees and Licence Condition 4 for television licensees.

Licensee	Service Name	Licence Number
Asia T.V. Limited	Zing	TLCS000269
	Zee Cinema	TLCS000332
	Zee TV	TLCS000503
	Zee Punjabi	TLCS000540
	Zee Russia	TLCS001419
	ZEE ONE	TLCS100439
	&tv	TLCS100874
Ausaf UK Limited	Ausaf TV	TLCS101719
B4U Network (Europe) Limited	B4U Movies	TLCS000281
	B4U Music	TLCS000282
	B4U Plus	TLCS001736
	B4U Aflam	TLCS001737
Cira Media Productions Limited	Cira TV	TLCS001556
Daystar Television Network Limited	Daystar	DTPS100751
Decland Limited	Drive In Movie Channel	TLCS101125
Expert Media Partners Limited	Irish TV UK	TLCS101822
Filmflex Movies Limited	FilmFlex	TLCS000861
Hidayat Welfare Society Limited	Hidayat Welfare Society	TLCS000914
Jimjam Television Limited	JimJam (Pan European)	TLCS001279
	JimJam (Middle East)	TLCS001309
	JimJam (Germany)	TLCS001564
	JimJim (Benelux)	TLCS001731
JUS Broadcasting UK Pvt. Limited	JUS Punjabi	TLCS101710
AMC Channel Poland Limited	MGM HD	TLCS001138
Middlesex Broadcasting Corporation Limited	MATV National	TLCS000384
	Matv Music	TLCS000385
Mohiuddin Digital Television Limited	Noor TV	TLCS001049
MUTV Limited	MUTV	TLCS000250
Next Generation Results	EventTV	TLCS001229
New Delhi Television Limited	NDTV 24x7	TLCS000827
	NDTV India	TLCS101516
Number 1 TV and Media Limited	Fashion One	TLCS001158
	NR1	TLCS001180
	NR1 Turk TV	TLCS101349
Pakistan Television Corporation Limited	PTV Global	TLCS001348
Polsat JimJam Limited	Polsat JimJam	TLCS000377
Prime Bangla Limited	Channel i	TLCS001127
Shells for Media Productions Limited	Al Lula TV	TLCS001605
Shorts International Limited	Shorts TV	TLCS001154

Licensee	Service Name	Licence Number
The Walt Disney Company Limited	Disney Junior (Benelux)	TLCS101456
	Disney Junior (German Language Service)	TLCS101855
	Disney Junior (Italian Language Service)	TLCS101856
	Disney Junior (Spanish Language Service)	TLCS101857
	Disney Junior (Portuguese Language Service)	TLCS101858
	Disney Junior (French Language Service)	TLCS101859
U Music TV Limited	U Music	TLCS101098
Up and Coming TV Limited	Samaa	TLCS001217
Vintage Entertainment Limited	Vintage TV	DTPS101479
	Vintage TV	TLCS001477

The following licensees failed to pay their annual licence fees by the required payment date. These licensees have therefore breached Condition 3(2) of their licences.

The outstanding payments have now been received by Ofcom. Ofcom will not be taking any further regulatory action in these cases.

Licensee	Service Name	Licence Number
90 Media Group Limited	Radyo Play FM	RLCS000101
B.R.F.M. Bridge Radio Limited	BRFM 95.6 FM	CR000107
BBA Media	Westside 89.6 FM	CR000072
Celtic Music Radio Limited	Celtic Music Radio	CR000257
Central FM Limited	Central FM	AL000047
Commedia Sheffield	Sheffield Live! 93.2 FM	CR000083
Community Broadcast Initiative Tyneside Limited	NE1 FM 102.5	CR000050
GGFC UK Limited	GN RADIO	RLCS000141
Go Radio Limited	Go Radio	DP101223
High Peak Radio Limited	High Peak Radio/Ashbourne Radio	AL100969
Murfin Media Limited	Sunshine Radio (AM)	AL000138
Radio Khushkhabri Limited	Radio Khushkhabri	RLCS000128
Radio Plymouth Limited	Radio Plymouth	AL000328
Reprezent Limited	Reprezent	DP101138
Spice Project Limited	Spice FM	CR000142
Sunshine FM Limited	Sunshine Radio	AL000326
Tees Valley Christian Media	Cross Rhythms Teesside	CR000098
This is Electric Limited	This is Electric	DP101682
University of Lincoln	Siren FM	CR000088

In Breach – non-payment

The following licensees failed to pay their annual licence fees. These licensees have therefore been found in breach of Conditions 4(1) and 4(2) of their licences.

As Ofcom considers these to be a serious and continuing licence breaches, **Ofcom is putting these licensees on notice that this contravention of their licences will be considered for the imposition of a statutory sanction, which may include a financial penalty.**

Licensee	Service Name	Licence Number
Bangla TV (UK) Limited	Bangla TV	TLCS000415
Global Tamil Vision Limited	Global Tamil Vision	TLCS001281
Global TV Broadcasting Limited	F Plus TV	TLCS001533
	iFilm	TLCS100747
	Fashion Elite	TLCS100749
	Nova Cinema	TLCS101270
	Play Animal	TLCS101271
	N Movies	TLCS101272
	Wild West	TLCS101273
	Favori	TLCS101314
Potpori	TLCS101317	
GoGetSale Limited	Moda Life TV	TLCS001537
	ADA TV	TLCS101360
	Gonul TV	TLCS101361
	Meta TV	TLCS101782
	Sultan Film	TLCS101787
	Yore TV	TLCS101791
International Broadcasting Limited	Teletime TV	TLCS001354
	Safran TV	TLCS001356
	Nova TV	TLCS001536
	HD Flim	TLCS101313
	EN TV	TLCS101315
	Zimane Pop	TLCS101316
	Sinema Max	TLCS101359
	Cinenom	TLCS101362
	Canli TV	TLCS101363
Kashmir Broadcasting Corporation Limited	KBC	TLCS000544
Muslim Ummah TV Limited	Ummah Muslim	TLCS101126
Property TV Broadcasting Limited	Property TV	TLCS100677
REAL Digital TV Limited	REAL Digital	TLCS001447
Saviour Broadcasting TV Network Limited	Saviour TV	TLCS100218
Sunbiz (PVT) Limited	7 News	TLCS101711
To Sky Limited	AEE TV	TLCS100095
Ummah Channel Limited	Ummah Channel (+1)	TLCS001380
Sun TV Network Europe Limited	Sun TV	TLCS000639

The following licensees failed to pay their annual licence fees. These licensees have therefore been found in breach of Conditions 3(1) and 3(2) of their licences.

As Ofcom considers these to be a serious and continuing licence breaches, **Ofcom is putting these licensees on notice that this contravention of their licences will be considered for the imposition of a statutory sanction, which may include a financial penalty.**

Licensee	Service Name	Licence Number
An individual	Trickstar Radio	DP101675
An individual	Kingstown Radio	LRSL000075
Starpoint Radio Limited	Starpoint Radio	DP101121

Investigations Not in Breach

Here are alphabetical lists of investigations that Ofcom has completed between 11 and 31 December 2017 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	Broadcaster	Transmission date	Categories
Advertisements	Prime TV	Various	Advertising minutage

For more information about how Ofcom conducts investigations about content standards on television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

Complaints assessed, not investigated

Here are alphabetical lists of complaints that, after careful assessment, Ofcom has decided not to pursue between 11 and 31 December 2017 because they did not raise issues warranting investigation.

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

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Law and Order: Special Victims Unit	5USA	08/12/2017	Violence	1
Ourtime Dating Agency's sponsorship of Castle	5USA	29/11/2017	Sponsorship credits	1
Roshan Sawyer	92 News	12/12/2017	Promotion of products/services	1
Programming	Absolute Radio	22/11/2017	Generally accepted standards	1
Rock 'N' Roll Football	Absolute Radio	09/12/2017	Generally accepted standards	1
Ice Road Truckers	Blaze	07/12/2017	Offensive language	1
FA Cup Third Round (trailer)	BT Sport 1	17/12/2017	Generally accepted standards	1
Death Row Dates	CBS Reality	25/11/2017	Offensive language	1
Advertisement	Challenge	22/11/2017	Religious/Beliefs discrimination/offence	1
Channel 4 News	Channel 4	13/11/2017	Due impartiality/bias	1
Channel 4 News	Channel 4	27/11/2017	Race discrimination/offence	1
Channel 4 News	Channel 4	14/12/2017	Generally accepted standards	1
Channel ident	Channel 4	02/12/2017	Dangerous behaviour	1
Gogglebox	Channel 4	06/12/2017	Generally accepted standards	1
Gogglebox	Channel 4	12/12/2017	Animal welfare	1
Hollyoaks	Channel 4	29/11/2017	Transgender discrimination/offence	1
Hollyoaks	Channel 4	05/12/2017	Suicide and self harm	1
Inside Bentley: A Great British Motor Car	Channel 4	17/12/2017	Materially misleading	1
Naked Attraction	Channel 4	20/11/2017	Nudity	1
The Big Fat Quiz of the Year 2017	Channel 4	26/12/2017	Animal welfare	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
The Secret Life of the Zoo	Channel 4	13/12/2017	Gender discrimination/offence	1
The World's Most Expensive Presents	Channel 4	16/12/2017	Generally accepted standards	1
Naked Attraction	Channel 4+1	30/11/2017	Generally accepted standards	1
#Me Too: The Debate	Channel 5	22/11/2017	Generally accepted standards	1
#Me Too: The Debate	Channel 5	22/11/2017	Harm	1
5 News Tonight	Channel 5	11/12/2017	Gender discrimination/offence	1
Call Me Claus	Channel 5	03/12/2017	Offensive language	1
Call Me Claus	Channel 5	05/12/2017	Offensive language	1
Chris Tarrant: Extreme Railway Journeys	Channel 5	27/11/2017	Materially misleading	1
GPs: Behind Closed Doors	Channel 5	20/12/2017	Harm	1
Jane and Friends at Christmas	Channel 5	23/12/2017	Materially misleading	1
Milkshake	Channel 5	06/12/2017	Advertising minutage	1
Pirates of the Caribbean: Dead Man's Chest	Channel 5	26/11/2017	Violence	1
The Nightmare Neighbour Next Door	Channel 5	14/10/2017	Offensive language	1
The Wright Stuff	Channel 5	27/11/2017	Drugs, smoking, solvents or alcohol	2
The Wright Stuff	Channel 5	28/11/2017	Due impartiality/bias	1
The Wright Stuff	Channel 5	30/11/2017	Crime and disorder	1
The Wright Stuff	Channel 5	04/12/2017	Generally accepted standards	1
Fresh Hits for Breakfast	Chart Show Hits	18/11/2017	Nudity	1
Horrid Henry	CITV	10/12/2017	Offensive language	1
Friends	Comedy Central	19/12/2017	Generally accepted standards	1
Storage Wars UK	Dave	27/12/2017	Offensive language	1
Strongbow Dark Fruit's sponsorship of characters on Dave	Dave	13/12/2017	Sponsorship credits	1
The Platinum Life	E!	10/12/2017	Offensive language	1
First Dates	E4	20/12/2017	Offensive language	1
Hollyoaks	E4	23/11/2017	Materially misleading	1
Hollyoaks	E4	07/12/2017	Generally accepted standards	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Hollyoaks	E4	19/12/2017	Sexual material	1
Made in Chelsea	E4	18/12/2017	Animal welfare	1
Naked Attraction	E4	28/12/2017	Generally accepted standards	1
Tattoo Fixers	E4	28/11/2017	Generally accepted standards	1
Mike and Kelly	Hallam FM	09/12/2017	Generally accepted standards	1
Heart Breakfast with Martin and Su	Heart (Colchester)	24/11/2017	Commercial communications on radio	1
Heart Afternoon	Heart (Basingstoke)	13/12/2017	Generally accepted standards	1
News	Heart (London)	09/12/2017	Due accuracy	1
Advertisements	History	30/11/2017	Advertising minutage	1
The Hole	Horror Channel	04/11/2017	Under 18s in programmes	1
Sattai hosted by Dude Vicky	IBC Tamil	29/07/2017	Religious/Beliefs discrimination/offence	1
Al Murray's Make Christmas Great Again	ITV	22/12/2017	Generally accepted standards	1
Bancroft	ITV	13/12/2017	Generally accepted standards	1
Bancroft	ITV	14/12/2017	Generally accepted standards	2
Coronation Street	ITV	27/11/2017	Race discrimination/offence	1
Coronation Street	ITV	27/11/2017	Sexual orientation discrimination/offence	1
Coronation Street	ITV	01/12/2017	Sexual material	22
Coronation Street	ITV	04/12/2017	Religious/Beliefs discrimination/offence	2
Coronation Street	ITV	06/12/2017	Generally accepted standards	1
Coronation Street	ITV	06/12/2017	Religious/Beliefs discrimination/offence	1
Coronation Street	ITV	08/12/2017	Disability discrimination/offence	1
Coronation Street	ITV	11/12/2017	Generally accepted standards	1
Coronation Street	ITV	11/12/2017	Race discrimination/offence	2
Coronation Street	ITV	11/12/2017	Scheduling	1
Coronation Street	ITV	11/12/2017	Sexual material	1
Coronation Street	ITV	13/12/2017	Generally accepted standards	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Coronation Street	ITV	18/12/2017	Generally accepted standards	1
Coronation Street	ITV	20/12/2017	Generally accepted standards	1
Dickinson's Real Deal	ITV	19/12/2017	Competitions	1
Dove's sponsorship of Lorraine	ITV	15/12/2017	Sponsorship credits	1
Emmerdale	ITV	06/10/2017	Suicide and self harm	4
Emmerdale	ITV	04/12/2017	Generally accepted standards	1
Emmerdale	ITV	04/12/2017	Materially misleading	1
Emmerdale	ITV	05/12/2017	Materially misleading	1
Emmerdale	ITV	06/12/2017	Violence	1
Emmerdale	ITV	12/12/2017	Religious/Beliefs discrimination/offence	1
Emmerdale	ITV	13/12/2017	Drugs, smoking, solvents or alcohol	1
Emmerdale	ITV	14/12/2017	Advertising placement	1
Emmerdale	ITV	14/12/2017	Generally accepted standards	1
Emmerdale	ITV	18/12/2017	Race discrimination/offence	1
Emmerdale	ITV	21/12/2017	Generally accepted standards	1
Emmerdale	ITV	26/12/2017	Sexual material	2
Emmerdale / Coronation Street	ITV	21/11/2017	Generally accepted standards	1
Good Morning Britain	ITV	22/11/2017	Due impartiality/bias	1
Good Morning Britain	ITV	29/11/2017	Race discrimination/offence	1
Good Morning Britain	ITV	30/11/2017	Race discrimination/offence	1
Good Morning Britain	ITV	06/12/2017	Sexual material	1
Good Morning Britain	ITV	11/12/2017	Dangerous behaviour	1
Good Morning Britain	ITV	12/12/2017	Generally accepted standards	1
Good Morning Britain	ITV	13/12/2017	Animal welfare	1
Good Morning Britain	ITV	19/12/2017	Race discrimination/offence	7
Good Morning Britian	ITV	19/12/2017	Generally accepted standards	1
Gordon, Gino and Fred's Great Christmas Roast	ITV	21/12/2017	Offensive language	5

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
How to Spend it Well at Christmas	ITV	28/11/2017	Generally accepted standards	1
How to Spend it Well at Christmas	ITV	03/12/2017	Other	1
I'm a Celebrity...Get Me Out of Here!	ITV	02/12/2017	Generally accepted standards	7
I'm a Celebrity...Get Me Out of Here!	ITV	02/12/2017	Race discrimination/offence	4
I'm a Celebrity...Get Me Out of Here!	ITV	03/12/2017	Animal welfare	25
I'm a Celebrity...Get Me Out of Here!	ITV	03/12/2017	Generally accepted standards	5
I'm a Celebrity...Get Me Out of Here!	ITV	04/12/2017	Animal welfare	1
I'm a Celebrity...Get Me Out of Here!	ITV	04/12/2017	Disability discrimination/offence	2
I'm a Celebrity...Get Me Out of Here!	ITV	04/12/2017	Generally accepted standards	6
I'm a Celebrity...Get Me Out of Here!	ITV	05/12/2017	Generally accepted standards	23
I'm a Celebrity...Get Me Out of Here!	ITV	05/12/2017	Violence	1
I'm a Celebrity...Get Me Out of Here!	ITV	06/12/2017	Animal welfare	1
I'm a Celebrity...Get Me Out of Here!	ITV	06/12/2017	Generally accepted standards	127
I'm a Celebrity...Get Me Out of Here!	ITV	07/12/2017	Generally accepted standards	243
I'm a Celebrity...Get Me Out of Here!	ITV	08/12/2017	Generally accepted standards	4
I'm a Celebrity...Get Me Out of Here!	ITV	08/12/2017	Religious/Beliefs discrimination/offence	2
I'm a Celebrity...Get Me Out of Here!	ITV	09/12/2017	Generally accepted standards	2
I'm a Celebrity...Get Me Out of Here!	ITV	09/12/2017	Voting	1
I'm a Celebrity...Get Me Out of Here!	ITV	10/12/2017	Advertising minutage	1
I'm a Celebrity...Get Me Out of Here!	ITV	10/12/2017	Animal welfare	2
I'm a Celebrity...Get Me Out of Here!	ITV	10/12/2017	Offensive language	1
I'm a Celebrity...Get Me Out of Here!	ITV	10/12/2017	Religious/Beliefs discrimination/offence	3
I'm a Celebrity...Get Me Out of Here!	ITV	11/12/2017	Animal welfare	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
I'm a Celebrity...Get Me Out of Here!	ITV	various	Animal welfare	1
I'm a Celebrity...Get Me Out of Here!	ITV	various	Other	1
ITV News	ITV	27/11/2017	Due accuracy	1
ITV News	ITV	27/11/2017	Gender discrimination/offence	1
ITV News	ITV	27/11/2017	Race discrimination/offence	1
ITV News	ITV	28/11/2017	Due accuracy	1
ITV News	ITV	28/11/2017	Under 18s in programmes	1
ITV News	ITV	29/11/2017	Dangerous behaviour	1
ITV News	ITV	01/12/2017	Due impartiality/bias	1
ITV News	ITV	05/12/2017	Generally accepted standards	1
Loose Women	ITV	05/12/2017	Sexual material	1
Loose Women	ITV	06/12/2017	Generally accepted standards	1
Loose Women	ITV	12/12/2017	Due impartiality/bias	4
Loose Women	ITV	12/12/2017	Gender discrimination/offence	1
Loose Women	ITV	12/12/2017	Generally accepted standards	1
Loose Women	ITV	12/12/2017	Materially misleading	1
Loose Women	ITV	13/12/2017	Animal welfare	1
Loose Women	ITV	13/12/2017	Sexual orientation discrimination/offence	2
Lorraine	ITV	29/11/2017	Due impartiality/bias	1
Lorraine	ITV	04/12/2017	Generally accepted standards	2
Lorraine	ITV	12/12/2017	Generally accepted standards	1
News	ITV	11/12/2017	Drugs, smoking, solvents or alcohol	1
Saturday Morning with James Martin at Christmas	ITV	09/12/2017	Harm	1
The Chase	ITV	19/12/2017	Competitions	1
The Jeremy Kyle Show	ITV	15/11/2017	Generally accepted standards	1
The Jeremy Kyle Show	ITV	24/11/2017	Scheduling	1
The Jeremy Kyle Show	ITV	01/12/2017	Age discrimination/offence	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
The Royal Variety Performance	ITV	19/12/2017	Drugs, smoking, solvents or alcohol	6
The X Factor	ITV	04/11/2017	Flashing images/risk to viewers who have PSE	1
This Morning	ITV	13/11/2017	Religious/Beliefs discrimination/offence	1
This Morning	ITV	01/12/2017	Generally accepted standards	8
This Morning	ITV	04/12/2017	Generally accepted standards	1
This Morning	ITV	07/12/2017	Religious/Beliefs discrimination/offence	1
This Morning	ITV	20/12/2017	Product placement	8
This Morning / Loose Women	ITV	12/12/2017	Generally accepted standards	1
Tombola Arcade's sponsorship of I'm a Celebrity...Get Me Out of Here!	ITV	08/12/2017	Sponsorship credits	1
Celebrity Juice Christmas Special	ITV2	14/12/2017	Generally accepted standards	2
I'm a Celebrity... Extra Camp	ITV2	28/11/2017	Flashing images/risk to viewers who have PSE	1
I'm a Celebrity... Extra Camp	ITV2	02/12/2017	Generally accepted standards	1
I'm a Celebrity... Extra Camp	ITV2	05/12/2017	Generally accepted standards	1
The Great Xmas Rant	ITV2	21/12/2017	Generally accepted standards	1
The Jeremy Kyle Show	ITV2	06/12/2017	Generally accepted standards	1
You've Been Framed	ITV2	18/12/2017	Generally accepted standards	1
Specsavers Audiologists' sponsorship of ITV3 Mornings	ITV3	14/12/2017	Sponsorship credits	1
Live and Let Die	ITV4	09/12/2017	Offensive language	1
The Dam Busters	ITV4	03/12/2017	Offensive language	2
The Dam Busters	ITV4	09/12/2017	Offensive language	2
Ferne McCann: First Time Mum	ITVBe	12/12/2017	Generally accepted standards	1
News	Jack FM2	28/11/2017	Drugs, smoking, solvents or alcohol	1
Trafikpoliserna	Kanal 5	05/12/2017	Materially misleading	2
Svindlerjagt	Kanal 5 (Denmark)	22/11/2017	Privacy	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Saturday Night Kiss	Kiss	09/12/2017	Offensive language	1
Automated Playlist	Koast Radio 106.6FM	15/11/2017	Offensive language	1
Koast Mornings	Koast Radio 106.6FM	16/11/2017	Offensive language	1
Democracy Now	Latest TV	06/12/2017	Due impartiality/bias	1
Iain Dale	LBC 97.3 FM	24/11/2017	Materially misleading	1
Steve Allen	LBC 97.3 FM	27/11/2017	Generally accepted standards	1
Joseph Begley	Lincs FM	13/12/2017	Crime and disorder	1
Abdus Salam	Milad FM	28/11/2017	Religious/Beliefs discrimination/offence	1
MTV Christmas (trailer)	MTV Classic	24/11/2017	Offensive language	1
Review of Religion and Christianity	Muslim Television Ahmadiyya International	28/11/2017	Religious/Beliefs discrimination/offence	1
Game Shakers	Nickleodeon	12/12/2017	Offensive language	1
Dream's sponsorship of Pick	Pick	17/12/2017	Sponsorship credits	1
Ditchy's Drive Home	Pulse 1 (Bradford)	15/11/2017	Generally accepted standards	1
RT News	RT	15/12/2017	Due impartiality/bias	1
Sky Sports (trailer)	Sky Living	20/12/2017	Religious/Beliefs discrimination/offence	1
All Out Politics	Sky News	08/12/2017	Generally accepted standards	4
Press Preview	Sky News	11/12/2017	Generally accepted standards	1
Sky News	Sky News	27/11/2017	Generally accepted standards	1
Sky News	Sky News	28/11/2017	Generally accepted standards	1
Sky News	Sky News	30/11/2017	Gender discrimination/offence	1
Sky News	Sky News	09/12/2017	Due impartiality/bias	1
Sky News	Sky News	29/12/2017	Due accuracy	1
Sky News Tonight	Sky News	20/12/2017	Religious/Beliefs discrimination/offence	1
League Cup Football	Sky Sports Main Event	20/12/2017	Materially misleading	1
Advertisements	Sky1	22/11/2017	Advertising minutage	1
The Russell Howard Hour	Sky1	23/11/2017	Religious/Beliefs discrimination/offence	1
Fights, Camera, Action!	Spike	18/12/2017	Offensive language	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Police Interceptors	Spike	18/12/2017	Advertising minutage	1
STV News	STV	30/11/2017	Due impartiality/bias	1
News	Talksport	30/11/2017	Due impartiality/bias	1
The Final Word	Talksport	19/11/2017	Gender discrimination/offence	1
The Vodafone Big Top 40	The Hits Radio	17/12/2017	Sexual orientation discrimination/offence	1
Hold The Dream	True Entertainment	26/11/2017	Violence	1
The Wolf of Wall Street	TV3 Sweden	17/11/2017	Generally accepted standards	1
UTV Live	UTV	11/12/2017	Generally accepted standards	1
Programming	Various	25/12/2017	Other	1

For more information about how Ofcom assesses complaints about content standards on television and radio programmes, go to:

https://www.ofcom.org.uk/data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

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

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
All Round to Mrs Brown's	BBC 1	29/04/2017	Generally accepted standards	1
BBC Election Debate 2017	BBC 1	31/05/2017	Elections/Referendums	1
Doctor in the House	BBC 1	15/05/2017	Materially misleading	1
Last Post (trailer)	BBC 1	30/09/2017	Violence	1
Question Time	BBC 1	various	Due impartiality/bias	1
Daily Politics	BBC 2	18/09/2017	Due impartiality/bias	1
King Charles III	BBC 2	10/05/2017	Generally accepted standards	1
World Athletics Championship	BBC 2	08/08/2017	Due impartiality/bias	1
Bringing Up Britain	BBC Radio 4	17/07/2017	Generally accepted standards	1
5 Live Breakfast	BBC Radio 5 Live	07/07/2017	Due impartiality/bias	1

For more information about how Ofcom assesses complaints about content standards on BBC broadcasting services and BBC ODPS, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0002/100100/Procedures-for-investigating-breaches-of-content-standards-on-BBC-broadcasting-services-and-BBC-on-demand-programme-services.pdf

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

Licensee	Licensed service	Categories
Bradford Asian Radio Limited Company	Bradford Asian Radio	Key Commitments
Made Television Limited	Made in Tyne and Wear	Programming Commitments (local TV)
Radio Caroline AM Broadcasting Ltd	Radio Caroline	Other
Sahir Media Ltd	See TV	Jurisdiction

For more information about how Ofcom assesses complaints about broadcast licences, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0019/31942/general-procedures.pdf

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 does not fall within the scope of regulation.

For more information about what Ofcom's rules cover, go to: <https://www.ofcom.org.uk/tv-radio-and-on-demand/how-to-report-a-complaint/what-does-ofcom-cover>

Complaints about television or radio programmes

For more information about how Ofcom assesses complaints about television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

Programme	Service	Transmission Date	Categories	Number of complaints
Ben 10	Cartoon Network	15/10/2016	Offensive language	1
Advertisement	Channel 4	03/12/2017	Advertising content	1
Advertisement	Channel 4	10/12/2017	Advertising content	1
Advertisement	Channel 4	18/12/2017	Advertising content	1
Advertisement	Channel 4	26/12/2017	Advertising content	1
Inside Bentley: A Great British Motor Car	Channel 4	17/12/2017	Outside of remit	1
The World's Most Expensive Christmas	Channel 4	27/12/2017	Outside of remit	1
Advertisement	Channel 5	15/12/2017	Advertising content	1
Advertisement	Channel 5	16/12/2017	Advertising content	1
Advertisement	Channel 5	17/12/2017	Advertising content	1
Advertisement	Channel 5	23/12/2017	Advertising content	1
Advertisement	Christmas 24	18/12/2017	Advertising content	1
Advertisement	Classic FM	11/12/2017	Advertising content	1
Jonathan Bernis Jewish Voice	Daystar	15/12/2017	Outside of remit	1
Advertisement	Drama	18/12/2017	Advertising content	1
Jabardesh	E TV TELUGU	17/11/2017	Outside of remit	1
Advertisement	Heart Radio	06/12/2017	Advertising content	1
MTB Heroes	Insight HD	12/12/2017	Outside of remit	1
Advertisement	ITV	07/12/2017	Advertising content	1
Advertisement	ITV	12/12/2017	Advertising content	2
Advertisement	ITV	14/12/2017	Advertising content	1
Advertisement	ITV	16/12/2017	Advertising content	1
Advertisement	ITV	27/12/2017	Advertising content	1
Alan Carr: Chatty Man / Britain's Got Talent	ITV	16/08/2009	Outside of remit	1

Programme	Service	Transmission Date	Categories	Number of complaints
Advertisement	ITV3	25/12/2017	Advertising content	1
Advertisement	LBC 97.3 FM	08/12/2017	Advertising content	1
Advertisement	Minster FM	30/11/2017	Advertising content	1
Advertisement	MTV	16/12/2017	Advertising content	1
Advertisement	n/a	09/12/2017	Advertising content	1
Programming	n/a	18/12/2017	Outside of remit	1
Advertisement	Nick Jr	27/12/2017	Advertising content	1
Advertisement	Sky 1	07/11/2017	Advertising content	1
Advertisement	STV	28/12/2017	Advertising content	1
Advertisement	STV2	25/12/2017	Advertising content	1
Advertisement	Tiny Pop	16/12/2017	Advertising content	1
Advertisement	Tiny Pop	17/12/2017	Advertising content	1
Advertisements	Various	04/12/2017	Advertising content	1
Programming	Various	25/12/2017	Generally accepted standards	1
Advertisement	Yesterday	16/12/2017	Advertising content	1
Advertisement	Yesterday	25/12/2017	Advertising content	1

BBC First

A new BBC Royal Charter and Agreement was published in December 2016, which made Ofcom the new 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
Sportday	BBC	07/12/2017	Other	1
BBC News	BBC 1	23/06/2016	Due impartiality/bias	1
BBC News	BBC 1	04/12/2017	Due accuracy	1
BBC News	BBC 1	12/12/2017	Gender discrimination/offence	1
Doctor Who	BBC 1	25/12/2017	Offensive language	1
EastEnders	BBC 1	20/11/2017	Animal welfare	1
EastEnders	BBC 1	18/12/2017	Religious/Beliefs discrimination/offence	5
EastEnders	BBC 1	21/12/2017	Violence	3
EastEnders	BBC 1	25/12/2017	Generally accepted standards	4
EastEnders	BBC 1	25/12/2017	Other	1
Homes Under The Hammer	BBC 1	21/11/2017	Promotion of products/services	1
Joanna and Jennifer: Absolutely Champs	BBC 1	21/12/2017	Dangerous behaviour	1
Question Time	BBC 1	05/12/2017	Due impartiality/bias	1
Strictly Come Dancing	BBC 1	25/11/2017	Generally accepted standards	1
Strictly Come Dancing	BBC 1	03/12/2017	Other	1
The Andrew Marr Show	BBC 1	03/12/2017	Due impartiality/bias	1
The Andrew Marr Show	BBC 1	10/12/2017	Offensive language	1
The Apprentice	BBC 1	06/12/2017	Generally accepted standards	10
The Apprentice	BBC 1	17/12/2017	Other	1
This Week	BBC 1	12/10/2017	Race discrimination/offence	1
Live from the Apollo	BBC 2	07/12/2017	Sexual material	1
Victoria Derbyshire	BBC 2	12/12/2017	Sexual material	1
Chinese Burn	BBC 3	27/11/2017	Race discrimination/offence	1

Programme	Service	Transmission or Accessed Date	Categories	Number of Complaints
Programming	BBC Asian Network	03/12/2017	Religious/Beliefs discrimination/offence	1
BBC News	BBC channels	10/12/2017	Due impartiality/bias	1
Question Time	BBC iPlayer	14/12/2017	Due impartiality/bias	1
The Frost Interview – David Frost interviews Muhammad Ali	BBC iPlayer	15/12/2017	Race discrimination/offence	1
Dateline London	BBC News Channel	09/12/2017	Due impartiality/bias	1
News	BBC News Channel	27/10/2017	Due accuracy	1
Greg James	BBC Radio 1	12/12/2017	Generally accepted standards	1
BBC News	BBC Radio 2	07/12/2017	Crime and disorder	1
Jeremy Vine	BBC Radio 2	30/11/2017	Due impartiality/bias	1
Jeremy Vine	BBC Radio 2	21/12/2017	Due impartiality/bias	1
News	BBC Radio 2	24/12/2017	Due impartiality/bias	1
BBC News	BBC Radio 4	10/12/2017	Due impartiality/bias	1
From Our Home Correspondent	BBC Radio 4	19/11/2017	Offensive language	1
Life on Egg	BBC Radio 4	20/12/2017	Disability discrimination/offence	1
Programming	BBC Radio 4	17/09/2017	Due accuracy	1
Today	BBC Radio 4	01/12/2017	Due impartiality/bias	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 11 and 31 December 2017.

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

Programme	Service	Transmission date
Pablo's Hifi	Kane FM	13 December 2017
Programmes	Peace TV	13 November 2017
Kitaab-ut-Taweed	Peace TV Urdu	22 November 2017

For more information about how Ofcom assesses complaints and conducts investigations about content standards on television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0020/55109/breaches-content-standards.pdf

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

Programme	Service	Transmission date
Can't Pay? We'll Take it Away!	Channel 5	21 June 2017
Headline News	New Vision TV	24 July 2017
ARY News	New Vision TV	30 July 2017
ARY News	New Vision TV	30 July 2017

For more information about how Ofcom considers and adjudicates upon Fairness and Privacy complaints about television and radio programmes, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0031/57388/fairness-privacy-complaints.pdf

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

Licensee	Licensed Service
Borders Community Radio & Media Limited	TD1 Radio
St Peters Studio and Community Radio Limited	Saint FM 94.7
Brighton & Hove Radio Limited	Juice 107.2
Brighton & Hove Radio Limited	Juice

For more information about how Ofcom assesses complaints and conducts investigations about broadcast licences, go to:

https://www.ofcom.org.uk/_data/assets/pdf_file/0019/31942/general-procedures.pdf