

## **Quarterly Report of Appeals, Complaints and Advice**

The BBFC is the regulator of commercial and internet content delivered via the mobile networks of EE, O2, Three and Vodafone.

In the interest of transparency, the BBFC publishes all of its adjudications in relation to cases reported to it of purported underblocking or overblocking, along with requests for advice on whether particular content should go behind parental controls or adult filters.

We keep this list updated as and when new cases are reported to us and publish updates every three months.

In all cases, the BBFC conveys its adjudication to (i) the complainant, appellant or person or body seeking advice; (ii) Mobile UK; and (iii) the relevant mobile network operator(s).

The adjudication that a website contains no material that we would classify 18 does not necessarily mean that we believe it is suitable for younger children.

In the following cases, the adjudications represent an assessment of the content according to the dates listed below. Any subsequent changes to content have therefore not been viewed by the BBFC, although we reserve the right to change our adjudication should altered content be brought to our attention subsequently.

### **April 2021**

*21 April 2021*

#### Website

<http://www.consol.eu> and [www.management.consol.eu](http://www.management.consol.eu)

#### Issue

A member of the public contacted the BBFC directly to complain that the websites were placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

#### Adjudication

The BBFC viewed the website on 20 April 2021. We had issued a previous adjudication on 29 October 2020, which found filters unnecessary.

As before, we noted the site advertises the services of a tanning company that offer flexible tanning studios across the UK. The website contains information about tanning, including safety information and advice, as well as information about the technology of the sunbeds used across the business. The site <https://management.consol.eu/> is an admin domain, and not accessible to the general public. We found no content on either site which we would classify 18 or refuse to classify.

### **June 2021**

*4 June 2021*

### Website

[www.hairxtensions.co.uk](http://www.hairxtensions.co.uk)

### Issue

A member of the public contacted the BBFC directly to complain that the website was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

### Adjudication

The BBFC viewed the website on 4 June 2021.

We noted that the site sells hair extensions and associated products, including scissors and glue sticks. It also features a blog with tips on hair care and styling. Based on our sampling of the site, there was no material that the BBFC would classify 18 or refuse to classify.

*28 June 2021*

### Website

<https://www.themoviestalk.com/>

### Issue

A member of the public contacted the BBFC directly to complain that the website was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

### Adjudication

The BBFC viewed the website on 25 June 2021.

We noted that the site contained articles on mainstream studio and South Asian film releases, with a particular focus on superhero films. Although the site infrequently references films that are rated 18, it does so without clips, troubling imagery or other detail. Based on our sampling of the site, there was no material that the BBFC would classify 18 or refuse to classify.

**BBFC**

**30 June 2021**