

Request for Information

Thank you for your request for information dated 26 February about Vodafone which has been considered under the Freedom of Information Act 2000.

You asked:

"What steps if any have been taken by Ofcom to ensure that Vodafone complaints handling procedure has improved since they were fined in 2016?
Has Ofcom been informed of the number of complaints received by Vodafone since the fine and how many were resolved satisfactorily
how many went to the ombudsman?"

We have an industry-wide monitoring and enforcement programme (which has been in place since 2013) through which we actively monitor compliance with complaints handling rules. This is through complaints to Ofcom and industry complaints. Where we identify clear breaches of the rules, we can take enforcement action, as we did in the case of Vodafone.

With Vodafone, we are satisfied that the specific matters which we considered to be in contravention of the Ofcom complaints handling Code, have been addressed. However, like all providers, Vodafone must continue to comply with the regulatory rules and we will take action where it, or any provider, does not.

Ofcom has not been informed of the number of complaints received by Vodafone since the fine, how many were resolved satisfactorily and how many of those went to the Ombudsman. Ofcom does not receive complaint volumes from Communication Providers (CPs), therefore we do not hold this information or how many they referred to the Ombudsman.

Kind regards
Julia

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- * the original decision is upheld; or
- * the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review you should contact us within two months of the date of this letter. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF