

Reference: 578458

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Information Rights  
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20 September 2018

### **Freedom of Information: Right to know request**

Thank you for your request for information about a list of complaints to the Corporation Secretary from 2016 to date. This was received on 29 August and has been considered under the Freedom of Information Act 2000.

You asked:

*'Please provide, for 2016 to date, a list of the complaints which have been escalated to the Office of the Secretary of the Corporation showing, for each complaint:*

- a summary of the nature of the complaint;*
- the date that the complaint was received;*
- the date of the first reply sent and an indication as to whether this was an acknowledgment, a note that an extension of time beyond 20 working days would be required or a full response;*
- if this was not a full response, the date that a full response was sent.*

*This list should show both closed and open complaints.'*

We do not hold such a list. However, we endeavor to respond within 20 working days of a complaint being received. Regretfully, there may be circumstances where we cannot meet this target e.g. complexity of the case, business demands etc.

You should note that complaints made to the Corporation Secretary are of a confidential nature and are not disclosed to the public. Please also note that Ofcom has recently appointed a new Corporation Secretary, Jacqui Gregory.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Julia Snape

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.

Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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or +44 (0)300 123 3000

[www.ofcom.org.uk](http://www.ofcom.org.uk)

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:

Jacqui Gregory  
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