

Question 2: Complaints (information provided in this section will NOT be published)

Please detail the number of complaints you received relating to access services in the period 1 April 2015 to 31 March 2016 and the main issues that were the subject of complaint.

Question 3: Barriers to provision

Please indicate the key barriers to providing programmes with access services, or to providing more programmes with access services, on your ODPS outlet (or outlets). Responding to question 3 is optional, but responses will assist Ofcom in encouraging and supporting efforts to make ODPS progressively more accessible.

How to respond

Please answer the questions and return your response to Ofcom **by 5pm on 30 September 2016**. Please note that Ofcom intends to include some or all of the data you provide in a report to be published before the end of 2016 (but not any data or information relating to complaints, as set out above under question 2).

Ofcom prefers to receive responses by email to vodaccessibility@ofcom.org.uk, with the response attached in Microsoft Word format. If you have any queries about providing this information, you can also send them to this email address.

Responses may alternatively be posted to the address below, marked with the title of the formal notice requesting information.

VOD accessibility notice response
5th Floor
Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA

A hard copy is not required in addition to an electronic version. Ofcom will acknowledge receipt of responses if they are submitted by email but not otherwise.

It is mandatory to provide a response to this notice (with the exception of question 3 on barriers to provision). Failure to respond by the stated deadline may, under section 368O(7) of the Communications Act 2003, be treated as a contravention of a requirement of section 368D, and Ofcom may take enforcement action under section 368I, including through the imposition of a financial penalty.