

Reference: 495590

01 December 2017

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

Freedom of Information: Right to know request

Thank you for your request for information where you asked about PR companies that Ofcom uses.

This was received by Ofcom on 17 November 2017 and it has been considered under the Freedom of Information Act 2000.

Please find below our response to each of your questions.

1. Does your department/agency/organisation currently use a private company to undertake any of the following services:

- *Public Relations*
- *Social Media Communications*
- *External Stakeholder Communications*
- *Internal Stakeholder Communications*

We do not use a private company for any of the services listed.

2. If yes, can you please confirm:

- *When the current contract was last let*
- *When the current contract expires*
- *Whether the current contract has options to extend its length*
- *When you expect to retender the contract.*

Not applicable to all questions.

3. If no (to question 1 above), are you considering letting such a contract in the future and if so, do you have an approximate timetable for engaging the market?

We are not considering this.

4. Have you used a private company to help you with any other marketing or public information campaigns in the past 2 years?

No we have not.

5. If so, could you please provide a brief overview of what those campaigns were about and approximately how long your contract with the company was for to support the campaign(s)?

Not applicable.

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

Yours sincerely

Jerin John

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