

Reference: 336577

23 September 2016

Information Requests
Secretariat

information.requests@ofcom.org.uk

Freedom of Information: Right to know request

Thank you for your request for information about total numbers of customers who have complained to Ofcom about See the Light, which Ofcom received on 5 September. I have handled this as a request for information under the Freedom of Information Act 2000 (the Act).

Please see below the complaint figures we have extracted from our systems. We found there to be no records before May 2014.

Filtered By: [Edit](#)
 Request Type equals [Complaint](#) [Clear](#)
 AND Complaint Category 1 equals [Billing/pricing/charges](#),[Changing provider](#),[Complaints handling](#),[Contracts](#),[Different issues](#),[Fault/Service/Provision](#),[Silent and unsolicited calls](#)
 AND Target equals [Seethelight](#) [Clear](#)

Target	Complaint Category 1	Record Count	Opened Date							Grand Total
			May 2014	August 2014	December 2014	April 2015	October 2015	March 2016	August 2016	
<input type="checkbox"/> Seethelight	Billing/pricing/charges	Record Count	0	0	1	1	0	0	1	3
	Changing provider	Record Count	1	0	0	0	1	0	0	2
	Different issues	Record Count	0	1	0	0	0	3	1	5
	Fault/Service/Provision	Record Count	0	1	0	0	0	1	0	2
	Subtotal	Record Count	1	2	1	1	1	4	2	12
	Grand Total	Record Count	1	2	1	1	1	4	2	12

Information about a business, such as complaints about See the Light, is generally covered by Section 44 of the Act, which grants an exemption to disclosure if there is a prohibition in another act. In this instance, the relevant prohibition is S.393 of the Communications Act 2003. This places a prohibition on the release of information, if it is obtained in the exercise of a power conferred by the act and relates to a business. However, information covered by this prohibition can be released if the consent of the company concerned is obtained.

We have taken your request for information as implied consent to release the information.

Please note that all our responses to requests for information are published on our website.

If you have any queries about this letter, please contact me. 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.

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 exception 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