

Freedom of Information: Right to know request

Thank you for your email dated 12 March addressed to about consumers' complaints to their suppliers, which contained a request for information under The Freedom of Information Act 2000 ('the FoIA'). This part of your email has been passed to me in the Information Requests team to consider under the FoIA.

In relation to Ofcom's Consultation on the Review of the General Conditions of Entitlement Consultation of the general conditions relating to consumer protection (<https://www.ofcom.org.uk/consultations-and-statements/category-1/review-generalconditions-relating-to-consumer-protection>) you asked for:

Information about Ofcom's analysis, including supporting evidence, behind its statement that giving CPs the option to choose between enabling access via email or web page form is "the most proportionate way to improve accessibility".

We have explained our analysis, and provided the relevant evidence, in the Consultation Document on pages 63 (paragraph 7.53) and 167 (paragraph A10.13). We also hold some analysis which falls within the exemption under Section 36 of the FoIA on the grounds that disclosure would, or would be likely to, inhibit the free and frank exchange of views for the purposes of deliberation. In applying this exemption we have had to balance the public interest in withholding the information against the public interest in disclosing the information as set out in Annex B. In the letter in Annex A, Steve Gettings as a "qualified person" confirms that in his reasonable opinion it is not in the public interest for Ofcom to disclose the information you requested.

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