

Reference: 503831

Jerin John  
Information Rights Adviser  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

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

Thank you for your request for information regarding complaints about a particular number.

This was received by Ofcom on 14 December 2017 and it has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

*Information regarding phone number 01241855776. How many complaints have you received about this number and when was the first complaint received?*

Ofcom cannot disclose the information you requested. It is being withheld as it is exempt under section 44 of the Act. Under this section information which we hold on this subject is exempt from disclosure as another enactment prohibits it, in this case section 393(1) of the Communications Act 2003. This is an absolute exemption under the Act and does not require a public interest test.

You may find it helpful to refer to our published information and guidance related to nuisance calls and messages on our website here: <https://www.ofcom.org.uk/phones-telecoms-and-internet/how-to-report-a-complaint/nuisance-calls-and-messages>.

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

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

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

Switchboard: +44 (0)20 7981 3000  
or +44 (0)300 123 3000

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

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