

Freedom of Information: Right to know request

You asked:

"How many complaints please did Ofcom receive from consumers in 2016 about a) their telecoms companies and b) their postal operators? Can the data be broken down into how the complaints were received? i.e. how many by phone, how many by letter and how many by email."

Before providing an answer to your questions, I need to explain two points that affect our responses:

* "Complaints about their telecoms companies" will exclude telecoms complaints that are not about a telecom company, for example silent calls complaints, which are about the person or company making the calls, rather than the company providing the telecoms service.

* We log a new case for each telecoms complaint. So, for example, one phone call may result in two complaints being logged on our system. Therefore I have given below the total number of complaints and then shown a percentage breakdown by complaint origin. In other words, the actual number of people contacting us is less than the number of complaints we log.

Data for a)

Total complaints received about telecoms companies in 2016 = 55,930*

Broken down by how we received those complaints:

Email 9%
Letter 8%

Phone call 52%

Web form 31%

*excludes complaints not about telecoms companies, like silent calls

Note these figures currently include complaints from businesses, but we are in the process of running another cut of data to show just consumers.

For b)

For postal complaints we log one complaint per contact, but I will replicate the format used for Telecoms:

Data for a)

Total complaints received about postal companies in 2016 = 196

Broken down by how we received those complaints:

Email 7%
Letter 27%

Phone call 66%

Note these figures currently include complaints from businesses, but we are in the process of running another cut of data to show just consumers.

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