

Freedom of Information: Right to know request

Thank you for your further Freedom of Information request dated 4 July about Ombudsman Service and transparency obligations.

I note you have asked the same or very similar questions five times previously.

Our answer remains the same as before. Therefore in response to your questions:

Has Ofcom made transparency mandatory?

Has Ofcom imposed a binding transparency obligation on the Ombudsman Services which ensures that all Final Decisions are transparent?

Please provide a "Yes" or "No" answer to my question.

This is a Yes/No question and I expect a "Yes" or "No" answer to my question.

The answer is no - there is not an explicit requirement on the alternative dispute resolution schemes, of which Ombudsman Service is one, in those terms.

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