

Reference: 555351

Jerin John
Information Rights
Information.requests@ofcom.org.uk

27 July 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about Directory Enquiries (DQ) complaints.

This was received by Ofcom on 29 June 2018 and it has been considered under the Freedom of Information Act 2000 (the Act).

Please see our responses below:

I would be grateful if you could provide some facts concerning overall levels of complaints for DQ telephony services in general for past 12 months or other easily accessed period of time.

Ofcom published a Consultation document on 13 June 2018 about the review of the cost of calling DQ (118)¹. In this Consultation, we published a chart (Figure 8: Complaints made to Ofcom regarding DQ call charges) which covers the annual number of complaints made to Ofcom on DQ from 2008 to 2017².

I would also be grateful if you could provide the same facts concerning volumes of complains about the specific DQ service 118018 in the same period of time.

We have searched for complaints made against Telecom 2 118 018 in the same period of time and can confirm that Ofcom does not hold any verified DQ complaints recorded in relation to this number.

If you have any queries, then please contact 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:

¹ https://www.ofcom.org.uk/data/assets/pdf_file/0028/114796/consultation-118-review.pdf

² Ibid. at p.60

- 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 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