

## Request for Information

Thank you for your request for information for numbers of complaints about call centres which we have considered under the Freedom of Information Act.

You requested the following information:

- 1) How many complaints have you received about call centres...since 2010 (Year by year breakdown - Calendar year)?
- 2) How many complaints were upheld in the same period?
- 3) How many complaints were investigated for too high a waiting period for talking to an operator?

In relation to your request, we can confirm that we do not hold this data, as requested. We do not have this complaint category on our complaints management system. I refer you to our previous response dated 16th February 2016 about how Ofcom undertakes investigations into persistent misuse on both a formal and informal basis.

Consumers, both residential and business, can contact Ofcom with complaints or enquiries by phone, letter or through one of the dedicated complaint submission forms on our website which are logged by Ofcom's Consumer Contact Team (CCT). Ofcom publishes information about the numbers of complaints we receive, including those about silent and abandoned calls. You can view published complaints data on silent and abandoned calls and complaints made to TPS at the following link: <http://stakeholders.ofcom.org.uk/enforcement/telecoms-complaints-bulletin/>

Kind regards

Julia

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

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:

Graham Howell  
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