

Freedom of Information: Right to know request

Thank you for your request for information asking how many complaints Ofcom has received about Talk Talk in the last 12 months in relation to your complaint regarding their sales process. We have considered this under the Freedom of Information Act 2000 ('the Act').

I am writing to advise you that Ofcom cannot disclose the information you requested.

The information is being withheld as it falls under the exemption in section 44 of the Act. Under this section information which we hold on this subject is exempt from disclosure since it was obtained in exercise of a statutory power and disclosure is prohibited under Section 393(1) of the Communications Act 2003. Section 44 is an absolute exemption under the Act and does not require a public interest test.

You may find it helpful to look at Ofcom's Telecoms and Pay TV Complaints on our website which give more general complaints information – please see:

<https://www.ofcom.org.uk/research-and-data/multi-sector-research/telecoms-complaints-data>

I have enclosed a sample copy for July – September with this letter.

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