

Freedom of Information: Right to know request

Thank you for your request for information:

“Please provide the total number of complaints OFCOM has received, year by year, from 2003 until 2017 (so far). So break down the numbers into 2003, 2004, 2005, 2006, 2007 etc. For 2017 just provide the most up to date figures.

Please provide the amount of complaints which have been upheld by OFCOM in the same time period, provided year by year in the same manner.

And finally, please provide the top 10 most complained about organisations since OFCOM began operating.”

Ofcom has improved the search function of its website recently, to make it easier for people to find the information they need. Information on complaints can be found by typing ‘complaints’ into the search box in the top right-hand corner.

The pages that will be helpful to you are the ones that list complaints bulletins, such as those below:

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

<https://www.ofcom.org.uk/about-ofcom/latest/bulletins/broadcast-bulletins/audience-complaints>
(Broadcasting)

You can also sign up via the website to receive the bulletins by email, directly to your email address.

Regarding the top 10 most complained-about organisations since Ofcom began operating, unfortunately we do not keep that information.

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