

Reference: 01928616

Information Requests
information.requests@ofcom.org.uk

4 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints about a telecoms company.

We received this request on 29 November 2024. We have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I would appreciate if you could let me know if you have had any previous complaints for the above utility service and if we have any need to be concerned.

Our response

We are unable to disclose this information as we consider it is exempt under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business (in this case the telecoms company named in your request) which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

Regarding your question about the need for concern, as this appears to be asking for an opinion rather than a request for held information, this falls outside of scope of a request made under the FOI Act, so we are unable to comment on this.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).