

Reference: 01736674

Information Requests
information.requests@ofcom.org.uk

12 January 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning enforcement action taken against code operators. This request was received on 15 December 2023 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request and our response

“Where Ofcom investigations took place resulting from complaints from local planning authorities between 1st April 2023 and the end of November 2023, the number of those that led to enforcement action being taken against a code operator.”

Ofcom received several concerns from local authorities about code operators between 1 April 2023 and the end of November. Ofcom’s enforcement team continues to look into the concerns raised, however no formal enforcement action was taken against code operators within the period noted above.

“ In summary, what kind of enforcement actions did Ofcom undertake? A response in a top ten Information format would be useful here i.e. 1. those actions that are typical and most frequently applied at the top, and actions less frequently applied at 2, 3, 4, etc”

As noted above, no formal enforcement action was taken against code operators between 1 April 2023 and the end of November 2023.

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

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

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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 responding to 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 information.requests@ofcom.org.uk

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF