

Reference: 02062880

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

29 August 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Roblox complaints.

We received this request on 12 August 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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- \* How many complaints about Roblox were submitted to Ofcom between July 2024 and 2025?*
- \* How many complaints about Roblox were submitted to Ofcom between July 2023 and 2024?*
- \* How many complaints about Roblox were submitted to Ofcom between July 2022 and 2023?*
- \* How many complaints about Roblox were submitted to Ofcom between July 2021 and 2022?*

### Our response

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By way of context, our job for online safety is to make sure platforms are taking effective action to address content that is illegal or harmful to children through implementing appropriate systems and processes. Complaints, or requests for content to be removed, should be made to the site or app concerned.

Individuals can also share their concerns with Ofcom via our online [complaints portal](#). While we don't have a role in resolving individual complaints about specific content, we monitor this information to help us understand and identify broader online safety trends and concerns, and to determine whether further action may be necessary.

Turning to your request, please note that the Online Safety Act became law on 26 October 2023, when it received Royal Assent. As Ofcom was not responsible for the regulation of Roblox prior to that date we do not have figures pre-dating that.

The figures Ofcom has on record are as follows:

2023 - 1  
2024 - 14  
2025 – 36

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).