

Reference: 2037628

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

7 August 2025

## Freedom of Information request: Right to know request

Thank you for your requests for information under the Freedom of Information Act 2000 which we received on 18 June 2025 and 1 July 2025. We sought clarification of your requests on 4 July 2025 and you responded on 14 July 2025.

### Your requests & our response

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1. *A policy on how the timescale for a complaint response was arrived at.*

We do not hold such a formal policy. Our general timescale is 5 working days for the Consumer Contact Centre to respond to emails/letters and for complaints being considered by the Corporation Secretary no timescale is published due to the varying nature and complexity of issues that can be raised.

2. *The name and position of the staff member responsible for the ADR scheme and how to make formal complaints regarding the actions of the Communications Ombudsman.*

This is a team responsibility rather than an individual. The team sits under the Group Director Natalie Black.

We hope this information is helpful. 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](#).