

Reference: 01994618

Information Requests
information.requests@ofcom.org.uk

29 May 2025

Freedom of Information request: Right to know request

Thank you for your request for information about broadband complaints.

We received this request on 7 May 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

The number of complaints Ofcom has received about broadband service and speed in 2023 and 2024
The number of broadband complaints received by region in 2023 and 2024

Our response

By way of background on how the figures below have been determined, a single complaint received may be recorded under different/multiple issues and therefore account for more than one complaint.

In any single call to Ofcom, or any other contact with us, a consumer may complain about one or more separate matters. If the consumer complains about two separate matters (e.g. billing and complaint handling) relating to one service (e.g. fixed broadband), we record that as two complaints. Where the consumer complains about more than two matters, we generally record only the two most serious ones per service unless it is not possible to determine this through discussion with the consumer (e.g. the contact is made by letter), or the consumer specifically requests that all their complaints are logged. Complainants raising more than two matters relating to the same service account for around 1% or less of total complainants for each service.

The first part of your request relates to the number of complaints Ofcom has received about broadband service and speed in 2023 and 2024. Please see these figures below.

2023 – 3,818

2024 – 3,555

The second part of your request relates to the number of broadband complaints received by region in 2023 and 2024. We have interpreted this part of your request as referring to all broadband complaints, not just those which relate to service and speed. We do not hold a breakdown by region. However, Ofcom records complaints by nation, therefore to be helpful, we are able to provide the number of broadband complaints we have received from consumers in each of the nations of the UK. Please see those figures below.

2023

England - 8,704

Scotland – 2,027

Wales - 524

Northern Ireland - 260

2024

England - 7,808

Scotland – 1,809

Wales - 542

Northern Ireland - 196

In addition, the [Connected Nations UK report 2024](#) and the [Comparing Customer Service report](#) both give an average number of complaints received per 100,000 subscribers broken down by service area.

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