

Reference: 02071527

Information Requests
information.requests@ofcom.org.uk

29 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning anonymised complaint data for broadcasting, telecoms, VOD, post and Spectrum.

We received this request on 1 September 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

"I am seeking:

- * A breakdown of complaints received between January 2022 and July 2025, categorised by type service type, the nature of the breach, and the impact on rights or service standards.*
- * Resolution outcomes, including timeframes, escalation routes, and closure status*
- * Any anonymised metadata that supports pattern analysis (e.g. complaint source, channel, priority level)*
- * Templates or standard response formats used in complaint handling*
- * Any internal guidance or procedural documents used to triage or escalate complaints*

Service Type Common Complaint Themes Strategic Framing Tips

*Telecoms (mobile, landline, broadband) - Poor service or outages
 - Billing errors or overcharging
 - Contract disputes or misleading terms
 - Unresolved complaints after 8 weeks Reference the deadlock letter or 8-week threshold. Use precise dates, provider name, and describe failed resolution attempts. Highlight breach of Ofcom's General Conditions of Entitlement.*

*TV & Radio Broadcasting - Offensive or harmful content
 - Lack of impartiality or fairness
 - Privacy violations in programming Anchor your complaint in the Broadcasting Code (e.g. fairness, harm, offence). Specify programme, date, channel, and nature of breach. If privacy is involved, use Ofcom's Fairness and Privacy Complaint route.*

*Video-on-Demand (VOD) - Inappropriate content
 - Breach of age restrictions
 - Misleading programme descriptions Identify the platform (e.g. ITVX, All4), episode, and timestamp. Reference Section 368 of the Communications Act 2003 for VOD standards.*

*Postal Services (Royal Mail) - Delayed, lost, or damaged mail
 - Poor customer service
 - Failure to meet universal service obligations Detail the item type, tracking number, and service used. Reference Universal Service Obligation (USO) breaches. Include evidence of failed resolution attempts.*

*Spectrum & Wireless Interference - Illegal use of radio spectrum
 - Interference with licensed equipment Provide technical details (frequency, location, time). Reference Wireless Telegraphy Act 2006. Use Ofcom's interference reporting form.*

I am not requesting any personal data or identifiable information. The purpose is to analyse complaint patterns and procedural gaps to inform modular intake logic and strategic service design.

If this data is already published or partially available via open data portals, please direct me to the relevant links.

We can confirm that we do hold some of the information falling within the scope of your request. However, we are unable to provide this information under your request as we consider that disclosure of this information is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time.

Some of the information is not held in a readily accessible format and we would need to read through individual case files to check if the information is held, in addition the scope of search for information is too wide. We estimate that it would take over 18 hours to locate, retrieve and extract the information you have requested. We may be able to accommodate your request if you were to narrow your request to one area (e.g. Post) and a shorter time period. However, in the event that you do submit a narrower request, please note that complaints information which has not already been published on our website is exempt from disclosure under the FOI Act.

You may wish to refer to our website for other information that we routinely publish. For example, Ofcom publishes decisions about complaints we have received in the [Broadcast and On Demand Bulletin](#) ("the Bulletin"), every fortnight on our website. The Bulletin covers a range of cases, including those which Ofcom has escalated for full investigation, those which Ofcom has decided not to pursue because they did not raise issues warranting investigation, and those which fall outside Ofcom's remit. Ofcom's decisions to not pursue an investigation of complaints are available in the "assessed, not pursued" section of our Bulletin Hub. You may also wish to refer to the "Look at past Decisions" and "Read our latest Decisions" tabs within the Bulletin for any completed investigations and their outcomes. The Bulletin can be filtered down to the service and to the complaint issue. This will give more granular information about the numbers of complaints received about different programmes.

You may wish to consider submitting a narrower, more focused request, for example in relation to a specific case. Should you narrow the request, we shall consider your request under the FOI Act including whether disclosure is exempt under that act in the particular circumstances.

On our [website](#) you may also wish to browse under Topics, Ofcom's work and Complaints, for further useful information.

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](#).