

Reference: 02179882

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

29 April 2026

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints and action taken against TikTok.

We received this request on 29 March 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

#### Your request & our response

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*I am writing to request the following information under the Freedom of Information Act 2000. Please provide, for each year from April 2021 to April 2026:*

*1. The total number of complaints received by Ofcom relating to content or conduct on TikTok, including livestream content.*

We can neither confirm nor deny whether we hold the information that falls within the scope of this request. We consider that this information, if held is exempt from disclosure under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 (“the Communications Act”). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

*2. The number of those complaints relating specifically to livestream content.*

We can neither confirm nor deny whether we hold information that falls within scope of your request. Please see our response under question 1.

*3. The number of complaints relating to financial exploitation, gifting mechanics, or fundraising conduct on TikTok livestreams.*

We can neither confirm nor deny whether we hold information that falls within scope of your request. Please see our response under question 1.

*4. The number of complaints that resulted in any formal regulatory action being taken against TikTok as a platform.*

We can confirm that we do not hold this information. Please note that Ofcom does not respond to or adjudicate on individual complaints, as this is not part of our remit under the Online Safety Act. However, we encourage users to submit complaints about [harmful content](#) or an online service's [safety features](#) to help us monitor whether online services are complying with their online safety obligations, and help us to determine if it is appropriate to take regulatory action.

*5. The nature of any formal regulatory action taken, including warnings, investigations opened, fines issued, or enforcement notices served.*

We can confirm that we do not hold this information. Please see our response to question 4.

However, you may find it helpful to read about our enforcement actions on this link:

<https://www.ofcom.org.uk/enforcement>.

Here you will see that we took enforcement action against TikTok resulting in a £1,875,000 fine in [July 2024](#). This was an investigation into TikTok's compliance with a statutory information request under our [regulations for UK-established Video-Sharing Platforms](#) (VSPs), which applied to TikTok before the current Online Safety Act came into force.

More recently, we have also demanded that certain online services, including TikTok, [take further action to keep underage children off their platforms and make feeds safer for children](#). This work is ongoing and we have not taken any formal action against any online service relating to this yet.

*6. The number of complaints where Ofcom determined it had no regulatory remit and redirected the complainant elsewhere, and where complainants were redirected to.*

We can confirm that we do not hold this information. However, as explained in question 4, as we do not adjudicate on individual complaints, we do not have information about the number of complaints Ofcom has determined it has no regulatory remit on, because we do not make determinations of this nature for complaints related to the Online Safety Act. [Guidance on our website](#) directs complainants to the service in the first instance. We may also advise complainants to [report child abuse or exploitation](#), to the police, Internet Watch Foundation, Child Exploitation Online Protection or the NSPCC as appropriate, and complaints about fraud to organisations such as [Report Fraud \(formerly Action Fraud\)](#).

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](#).