

Reference: 02240414

Information Requests
information.requests@ofcom.org.uk

3 August 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Complaint categories and Meta Facebook.

We received this request on 9 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Please provide the following recorded information held by Ofcom:

- 1. The internal complaint categories or taxonomy used by Ofcom to categorise online-safety complaints concerning harmful content on regulated services.*
- 2. Any recorded guidance, policy, taxonomy document, triage document, workflow or internal instruction explaining how Ofcom categorises complaints involving:*
 - a. antisemitic content;*
 - b. religious hatred;*
 - c. hate and harassment;*
 - d. terrorism-related praise or mockery of victims;*
 - e. reaction-based abuse, including mass "laughing", mocking or celebratory reactions;*
 - f. coordinated or inauthentic behaviour;*
 - g. suspected bot or foreign-originated manipulation;*
 - h. algorithmic amplification of hateful or harmful content.*
- 3. Any recorded information showing whether Ofcom separately tracks harmful content complaints involving Meta/Facebook.*
- 4. Any recorded information showing whether Ofcom separately tracks antisemitism-related online safety complaints.*
- 5. Any recorded information showing whether Ofcom separately tracks complaints where the alleged harm is caused partly or wholly by platform reaction tools rather than written posts.*
- 6. Any recorded information showing whether Ofcom has issued any information request, formal or informal, to Meta/Facebook since 17 March 2025 concerning:*
 - a. antisemitic content;*
 - b. hate or harassment;*
 - c. reaction-based abuse;*

- d. coordinated inauthentic behaviour;*
- e. algorithmic amplification of hateful or harmful content.*

7. Any recorded information showing whether Ofcom has opened any enforcement programme, investigation or compliance assessment concerning Meta/Facebook under the Online Safety Act in relation to harmful content, hate, harassment, antisemitism, coordinated behaviour or algorithmic amplification.

Our response

In response to the information requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates 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, and is, for Ofcom, £450, which is equivalent to 18-hours. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, 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.

Ofcom’s case management system does not provide the level of categorisation or detail you have requested. In order to satisfy your request and provide the required information, we would therefore need to manually search a large number of emails to identify any relevant formal and/or informal information requests made to Meta/Facebook over the 16-month period of your request. We would then need to manually extract and review the relevant information, assess and identify any formal or informal information requests relevant to the areas you have requested, and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit of complying with a request.

You may wish to consider submitting a narrower, more focused request including, for example, not requesting information at sub-category level, narrowing the request to a much smaller timeframe or requesting information solely about formal information requests. We would then consider this under the FOI Act. However, should you decide to make a further request for information, please note that the aforementioned appropriate limit and/or other exemptions may apply.

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](#).