

Reference: 02247539

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 Reaction-based abuse, complaint taxonomy and Meta/Facebook monitoring.

We received this request on 22 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act"). We note that you have made a number of connected requests regarding Meta/Facebook and/or online safety complaints in the past few months.

Your request

"Please provide the following recorded information held by Ofcom:

- 1. The current online safety complaint taxonomy used by Ofcom for complaints submitted through its online safety complaints portal, including all top-level and sub-level categories.*
- 2. Any recorded guidance, internal instruction, triage guidance, workflow, taxonomy document or staff guidance explaining how Ofcom categorises complaints involving:*
 - a. platform reaction tools;*
 - b. emojis;*
 - c. "laughing" reactions;*
 - d. mocking reactions;*
 - e. mass reactions;*
 - f. reaction-based abuse;*
 - g. abuse expressed through platform functionality rather than written text.*
- 3. Any recorded information held by Ofcom from 1 January 2025 to the date of this request containing any of the following terms:*
 - a. reaction-based abuse;*
 - b. emoji reaction;*
 - c. laughing reaction;*
 - d. mocking reaction;*
 - e. mass reaction;*
 - f. reaction tools;*
 - g. platform reactions.*
- 4. The number of online safety complaints logged against Meta/Facebook from 1 January 2025 to the date of this request under:*
 - a. harmful content on a website or app;*

- b. terrorist content;*
- c. violence, abuse or hatred against particular groups or individuals;*
- d. personal threats/harm;*
- e. other harmful content;*
- f. safety measures of an online service, including reporting and complaints.*
- 5. Any recorded information showing whether Ofcom separately records, tags or analyses complaints concerning antisemitic content.*
- 6. Any recorded information showing whether Ofcom separately records, tags or analyses complaints concerning content or platform behaviour involving terrorism, murder, memorial posts or mocking of victims.*
- 7. Any recorded information showing whether Ofcom has considered whether platform reaction tools can create or amplify harm under the Online Safety Act 2023.*
- 8. Any finalised briefing, report, policy note, board paper, committee paper or compliance-priorities document from 1 January 2025 to the date of this request referring to antisemitic content on online services.*
- 9. Any finalised briefing, report, policy note, board paper, committee paper or compliance-priorities document from 1 January 2025 to the date of this request referring to Meta/Facebook and:*
 - a. antisemitic content;*
 - b. illegal hate;*
 - c. terrorism content;*
 - d. harmful content;*
 - e. content moderation systems.*
- 10. Any recorded guidance or criteria used by Ofcom to assess whether an issue is potentially suitable for escalation through the online safety super-complaints route."*

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.

Your request at question 3 asks for "any recorded information" containing the seven terms listed, between 1 January 2025 and the date of your request. The scope of this question would therefore require all Ofcom colleagues to conduct a search for these terms in emails, messages, and other saved documents to identify any information within the scope of your request. We would then need to manually extract and review the relevant information, assess and identify any information relevant to your request, 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 request, including for example, not requesting information at sub-category level, focusing on a specific type of complaint, narrowing your request to a specific area of Ofcom's work, or a much smaller timeframe. 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.

We believe you may find the following recent response to a Freedom of Information request in relation to online complaints useful - [Online complaints data](#), [Cats 1-3 complaints Annex](#). This includes a breakdown of our online complaints data by category and sub-category.

We also note that our response dated 22 July 2026 to your 8 July 2026 request regarding reaction-based abuse and super complaints covers a number of points in relation to reporting of reaction-based abuse and moderation of antisemitic content.

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](#).