

Reference: 2203716

Information Requests
information.requests@ofcom.org.uk

23 June 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Complaints about AI. We received this request on 26 May 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

Under the Freedom of Information Act 2000, I would like to request a spreadsheet or CSV export of complaints received by Ofcom from 1 January 2022 to the present where the complaint text, description, or related metadata contains references to AI-related terms.

Please search for complaints containing any of the following keywords:

*AI
artificial intelligence
generative AI
chatbot
ChatGPT
OpenAI
GPT
Gemini
Claude
Copilot
deepfake
synthetic media
AI-generated
machine learning
large language model
LLM
automated content
bot-generated*

For each matching complaint, please provide the following fields that were filled in as part of the complaint, where available:

Column A: Date of complaint

Column B: On which platform/service was the content accessed?

Column C: What type of content was accessed?

Column D: Please provide a description of the content being complained about

If possible, please provide the data in CSV or XLSX format.

We do hold some information in scope of your request. Please see the below chart below:

Time frame during complaints received	Total number of complaints across all platforms
16/11/2023 – 27/05/2026	234

We can confirm that we hold information regarding the breakdown of complaints and platforms for each of these complaints in line with your request. However, we are unable provide it, as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if doing so 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.

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](#).