

Reference: 02214647

Information Requests
information.requests@ofcom.org.uk

20 July 2026

Freedom of Information request: Right to know request

Thank you for your request concerning Online complaints data. We received this request on 22 June 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Please provide the following information under the Freedom of Information Act 2000.

For the period 01 March 2025 to the date of this request:

- 1. A copy of the most recent report, dashboard, spreadsheet, management information report, briefing document or similar document showing complaints or reports received by Ofcom under its Online Safety Act reporting mechanisms.*
- 2. Where complaint data is recorded by service, platform, company, complaint category, harm category or any other classification, please provide the relevant data as held.*
- 3. Where complaint volumes are recorded by online service or company, please provide those figures as held.*

Please be aware that whilst users can submit complaints to us about online services, we cannot respond to or investigate individual complaints. Rather, we use the insights to help us assess, more generally, how services keep users safe.

In answer to questions 1 to 3, we are unable to disclose this information as we consider it to be exempt from disclosure under section 44 of the FOI Act. Section 44(1) of the FOI Act provides that 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 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 including in relation to our work around media literacy, unless that business consents or one of the statutory gateways under section 393(2) of the 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.

We also consider that some of the data amounts to personal information and is exempt from disclosure under section 40(2) of the FOI Act which states that personal information about persons other than the requester is exempt where, among other things, its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40(2) is an absolute exemption under the Act and does not require a public interest test.

4. Where complaint volumes are recorded by harm type or complaint category, please provide those figures as held.

When submitting a complaint, members of the public complete a form setting out the category of their complaint via a series of dropdown options which increase in detail. We have provided the information via the attached annex. The difference in totals between the complaints categorised at the initial level and those with more detail is due to six complaints in which the subcategory was left blank.

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](#).