

Reference: 02217391

Information Requests
information.requests@ofcom.org.uk

16 July 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning online platform complaints.

We received this request on 25 June 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 TikTok and/or online safety complaints in the past few months.

Your request

"Which organisations are eligible to submit complaints to Ofcom about online platforms?"

Please provide the names and total number of organisations that have submitted complaints to Ofcom about TikTok from 2018 to the present date."

Our response

Complaints can be submitted by anyone to Ofcom's online safety complaints portal on its website.

Super-complaints, under section 169 of the Online Safety Act 2023, can only be submitted by organisations that meet the criteria set out in the [Super-complaints \(Eligibility and Procedural Matters\) Regulations 2025](#).

We consider that, where held, the names and total number of organisations that have submitted complaints to Ofcom about TikTok from 2018 to the present date is information that 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.

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](#).