

Reference: 02205295

Information Requests
information.requests@ofcom.org.uk

26 June 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Roblox complaints.

We received this request on 1 June 2026. We sought clarification of your request on 9 June 2026 and you responded on 10 June 2026. We have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

i am asking for all the OSA reports to do with roblox and what was the results of the report.

On 9 June 2023 we sought clarification as follows: “Please kindly clarify if you mean complaints. Also please confirm if you mean all OSA complaints to do with Roblox or just your complaints”.

Your clarification:

I am asking for all of them from users feel free to redact all you need i just need to know the subject of the report and what roblox did.

We have interpreted “reports” to mean “complaints”.

We are unable to provide neither the details of complaints nor the outcome of those complaints as this information is exempt under section 44(1) 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 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.

You may find it helpful to know that Ofcom wrote to the major sites and apps that children use the most, including Roblox, requiring them to prove to parents a genuine commitment to protecting children online and we have published a report on how the companies responded and next steps here: [Update: tech firms’ responses to our call for action to protect children](#)

Yours sincerely,

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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](#).