

Reference: 02217440

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 super-complaints received since January 2026.

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

"I am writing to request the following information under the Freedom of Information Act 2000.

Since the super-complaints regime commenced on 1 January 2026, please provide:

The total number of super-complaints received by Ofcom.

The name of each organisation that submitted a super-complaint.

The number of those super-complaints that related specifically to TikTok."

Our response

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](#).

As per our [Guidance: Super-complaints under the Online Safety Act 2023](#), we will usually note on the Ofcom website that we have received a super-complaint once the eligibility assessment is completed. This publication will usually include the name of the organisation making the super-complaint, a summary of the issue(s) raised, and the outcome of the eligibility assessment.

We confirm that no such notes have been published on Ofcom's website because we have not yet received any super-complaints. As such, we do not hold the information requested for parts two and three of your request.

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](#).