

Reference: 02210935

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

23 June 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about enforcement action against communication providers.

We received this request on 11 June 2026 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*I would like to request data relating to enforcement action taken by Ofcom against communications providers (including telecoms and postal companies) for issues related to customer service, complaints handling, and staff training.*

*Specifically, for the period 1 January 2018 to the present, please provide:*

*1. The total number of fines, penalties, or enforcement actions issued where the cause included:*

- \* Poor customer service*
- \* Failures in complaints handling*
- \* Operational or service delivery failures affecting customers*

Ofcom does not record or categorise enforcement cases using the specific descriptors set out in your request. As such, we do not hold a consolidated figure for the total number of fines or enforcement actions relating to customer service, complaints handling, or operational or service delivery failures.

Enforcement investigations focus on potential breaches of regulatory, consumer and competition rules. Where issues such as service quality are relevant, they are considered within the broader scope of the investigation. [The General Conditions of Entitlement](#), Part C set out the consumer protections conditions, with Condition 4 specifically covering requirements relating to complaints handling and dispute resolution.

Information on all enforcement investigations are published on our website and are kept up to date with ongoing and completed enforcement cases. You can filter the information you wish to view, and the details of each enforcement investigation includes a description as to the nature of the potential or identified breach.

This information is available on our Enforcement Bulletin: [Enforcement](#)

*2. The total monetary value (£) of these fines or penalties.*

Ofcom does not hold a single monetary value for penalties filtered by the criteria you have specified. Information on financial penalties is published as part of our enforcement decisions, which is also available on our Enforcement bulletin.

*3. A yearly breakdown of:*

- \* Number of enforcement actions*
- \* Total value of fines*

Ofcom does not maintain a consolidated yearly breakdown in the format requested. However, our Enforcement Bulletin provides a chronological record of enforcement activity.

Ofcom's Annual report and accounts also sets out information on Enforcement Activity, including the total number of issues considered by Enforcement per sector: [Annual reports and plans](#)

*4. A breakdown of these enforcement actions split into:*

- \* Cases where inadequate staff training (or equivalent wording such as lack of capability, competence, or operational readiness) was identified as a contributing factor*
- \* Cases where no such training-related factor was identified*

Ofcom does not classify enforcement actions according to whether staff training, lack of capability, or similar factors were involved.

Where relevant, contributing factors as you have described would be detailed within the narrative of our published enforcement decisions on our Enforcement Bulletin.

*5. Where available, for each enforcement action:*

- \* Company name*
- \* Year*
- \* Financial penalty amount*
- \* Whether training was cited as a contributing factor (yes/no)*
- \* A brief summary or description of the breach*

Ofcom does not hold a single dataset compiling all enforcement cases with the specific fields you have requested. However, individual publications typically include the company name, date and year, the financial penalty (if applicable) and the description of the breach and Ofcom's findings. This is also available via the Enforcement Bulletin and associated decision documents.

*6. Any internal definitions, tagging, or classification criteria used by Ofcom to identify or record training-related failings within enforcement cases.*

*If it is not possible to explicitly categorise cases by "training," please provide the closest available proxy (for example, internal tags, investigation notes, or categorisations relating to staff capability or process failures).*

Ofcom does not use a specific internal category or formal definition for training-related failings within enforcement case classification.

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](mailto: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](#).