

Reference: 02200869

Information Requests
information.requests@ofcom.org.uk

16 June 2026

Freedom of Information request: Right to know request

Thank you for your request for a breakdown of Online Safety Act complaint categories.

We received this request on 18 May 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

Can you please break down the nature of the complaint - I would like to know what percentage of each of these years fit within Harmful Content", "Safety and Complaints" or "Video Sharing Platform", respectively each year.

We note this is in reference to our response regarding your [previous request](#), dated 17 February 2026.

Our response

As noted in our previous response, the Online Safety Act became law on 26 October 2023, when it received Royal Assent. Prior to this, Ofcom's regulatory powers in relation to online platforms was limited to the video sharing platforms (VSPs) regime.

Additionally, the log category of each complaint is self-categorised by the complainant. They can be placed in either "Harmful Content", "Safety and Complaints" or "Video Sharing Platform". In this case all of the complaints were logged under either "Harmful Content" and "Safety and Complaints".

Please see below the percentage breakdown between **Harmful Content** and **Safety and Complaints** for each year:

- **2021:** Harmful Content 0.0%, Safety and Complaints 0.0%
- **2022:** Harmful Content 0.0%, Safety and Complaints 0.0%
- **2023:** Harmful Content 37.9%, Safety and Complaints 62.1%
- **2024:** Harmful Content 50.0%, Safety and Complaints 50.0%
- **2025:** Harmful Content 51.8%, Safety and Complaints 48.2%
- **2026:** Harmful Content 51.7%, Safety and Complaints 48.3%

Please note the percentages for 2026 are confirmed as of 11 February 2026, in line with the dates of your original 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](#).