

Reference: 02181700

Information Requests
information.requests@ofcom.org.uk

5 May 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Broadband complaints, 2021-2026.

We received your request on 2 April 2026 and have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

Please send me the number of complaints that Ofcom has received about broadband providers for the period 2021-2026, broken down by year.

Please provide a breakdown of the origin of the complaints as follows:

-Wales

-Scotland

-Northern Ireland

We notice that you did not include England above, but you do include areas of England in your region question, therefore we have also included figures for England. The number of complaints per year are provided, where we hold a postcode, as follows:

1 January 2021 – 29 April 2023: We do not hold this information. Due to our retention policy, we delete all cases where no action has been taken for three years.

29 April – 31 December 2023: England 6022, Wales 350, Scotland 1419, Northern Ireland 173.

2024: England 7808, Wales 541, Scotland 1808, Northern Ireland 196.

2025: England 6729, Wales 466, Scotland 1559, Northern Ireland 192.

2026 to date (28/04/26): England 1719, Wales 144, Scotland 397, Northern Ireland 37.

Please note that these figures might not represent an accurate number of complaints from consumers as a single complaint received might be recorded as different/multiple issues and therefore account to more than one complaint in the figures above.

In any single call to Ofcom, or other contact with us, a consumer may complain about one or more separate matters. If they complain about two separate matters (e.g. billing and complaint handling) relating to one service (e.g. fixed broadband), we record that as two complaints. Where they complain about more than two matters, we generally record only the two most serious ones per service unless it is not possible to determine this through discussion with the consumer (e.g. the contact is made by letter) or the consumer specifically requests that all their complaints are logged. Complainants raising more than two matters relating to the same service account for around 1% or

less of total complainants for each service. In general, we record up to two complaints per service per contact.

You may find it helpful to see the [Connected Nations UK report 2025](#) and the [Comparing customer service reports](#) (separated by year) which both give an average number of complaints received per 100,000 subscribers broken down by service area.

And then for each region, please break them down into the official region list:

-North East

-North West

-Yorkshire and the Humber

-East Midlands

-West Midlands

-East of England

-London

-South East

-South West

We do not hold the data in the requested granularity. A freedom of information request covers only information held - we are not required to create information.

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](#).