

Reference: 02285864

Information Requests
information.requests@ofcom.org.uk

7 October 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning digital games and protection of minors.

We received this request on 18 September 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Under the Freedom of Information Act 2000, I request electronic access to the following existing recorded information for the period from 26 October 2023 until the date on which this request is processed:

- 1. Any existing list, extract from a case-management system or other readily available record identifying closed complaints, monitoring activities, investigations or enforcement matters concerning an online game or gaming platform within Ofcom's Online Safety Act remit, where the matter concerned child-access assessments, children's risk assessments, age assurance, recommender systems, protective default settings, reporting or complaints mechanisms, or exposure of children to illegal or other content harmful to them.*
- 2. Copies of disclosable final notices, enforcement decisions, accepted commitments, closure or referral records, assessment reports or other final records concerning the matters identified under point 1. Case references or links to documents already published are also sufficient.*
- 3. If no recorded information falls within point 1, confirmation that an ordinary search of the relevant complaints, supervision or case-management system identified no closed matter of this nature."*

Our response

We do not hold information in scope of your request.

Ofcom enforcement activity is published on our website and can be found here

<https://www.ofcom.org.uk/enforcement?query=roblox&SelectedTopic=&SelectedSubTopics=&ContentStatus=&UpdatedAfter=&UpdatedBefore=&IncludePDF=&SortBy=&NumberOfResults=> - we can confirm this does not feature online games or gaming platforms.

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 Commission Office](#).