

Reference: 02292503

Information Requests
information.requests@ofcom.org.uk

27 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's policy, guidance and processes relating to complaints or regulatory intelligence.

We received this request on 29 September 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

Please provide the current written policy/guidance, or links if published, for:

- 1. recording and routing consumer complaints/regulatory intelligence;*
- 2. allocating references and preventing inappropriate merging/duplication;*
- 3. handling supplementary evidence and repeat intelligence on the same provider;*
- 4. deciding when a matter is referred to ADR or another body;*
- 5. reasonable-adjustment/accessibility handling.*

Our response

By way of context, the Consumer Contact Team exists primarily to register consumer complaints for industry monitoring and to give advice on how to progress individual issues, including signposting them to other bodies that may be able to assist where appropriate. Consumers are able to record a complaint or obtain advice related to their experiences with the providers we regulate via our online forms, email and by calling our Consumer Contact Centre. Ofcom does not offer an end-to-end complaint handling service and does not have the remit to become involved in individual disputes.

In response to questions 1, 2 and 3, we do not hold written policy or guidance confirming how complaints are logged in our system. However, our trained consumer contact associates are able to discern complaints from general comments or other forms of communication and log them appropriately. This is completed with a level of discretion by each associate, and can be peer reviewed by more senior staff.

In regard to duplication or repeated intelligence, it is at the discretion of our staff as to how information that is provided by the same consumer is logged. If they believe it raises a new complaint, or alternatively, if it is adding to an already established case, they will log the communication as appropriate.

While Ofcom does not have the powers to handle or resolve individual complaints, we closely monitor complaints we receive from consumers and where we see themes emerging or evidence of widespread harm, we will consider whether it is appropriate to take action.

In response to question 4, Ofcom does not refer matters to ADR schemes or another body, as we do not become involved in individual disputes. If such a step may be appropriate, we will refer the complaint back to the consumer with the suggestion they may wish to contact the ADR themselves. Information on contacting ADR schemes can be found on our [Consumer Hub](#) and on our website [here](#).

In response to question 5, information on our accessibility statement can be found on our [website](#). Specific reasonable adjustments can also be requested by consumers and it is at the discretion of our staff to consider what is appropriate in the circumstances.

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](#).