Reference: 02300631

Information Requests
information.requests@ofcom.org.uk

28 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Reddit complaints handling resources.

We received this request on 12 October 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

Please provide the latest recorded information you hold concerning:

1. *The number of Reddit employees and contractors assigned to both account appeals and complaints, including any available breakdown for UK users and their functions.*

We do not hold this information.

2. *Reddit's complaint and appeal volumes, outstanding backlog, age of outstanding cases, and response or resolution times.*

We do not hold this information.

3. *Any completed Ofcom assessment of the adequacy of Reddit's staffing and resources for handling those complaints.*

   Please limit this request to records received or created from 1 January 2025 to the date of this request. I am requesting existing information, not a new investigation or assessment.

We are unable to confirm nor deny whether we hold the information you requested. By virtue of section 44(2) of the FOI Act, the duty to confirm or deny holding information does not arise if the confirmation or denial that would be given in itself reveals information that falls under the exemption in section 44(1) of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment.

In this case, disclosure is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') which prohibits the disclosure of information with respect to a particular business which we have obtained in the course of exercising a power conferred by certain legislations, unless we have the consent of those businesses or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

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 .