

Reference: 02258316

Information Requests
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8 September 2026

Freedom of Information request: Right to know request

Thank you for your request for information about complaints and conflicts of interest.

We received this request on 10 August 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

I am writing to request information about Ofcom's procedures for raising concerns or making a complaint where there may be a potential conflict of interest involving an individual working at Ofcom.

In particular, I would be grateful if you could explain:

- *How a member of the public can raise a concern about a potential conflict of interest involving an Ofcom employee, officer, adviser, or other person working with Ofcom.*
- *Which team or department is responsible for reviewing such concerns.*
- *What safeguards are in place to ensure that a complaint is handled independently where the person concerned may have involvement in, or influence over, the relevant matter.*
- *Whether Ofcom has a published conflicts-of-interest policy, staff code of conduct, or complaints procedure that applies in these circumstances.*
- *Whether there is an escalation or independent review process if a complainant is dissatisfied with how the concern has been handled.*

At this stage, I am primarily seeking clarification of the correct procedure and the safeguards that apply. I would appreciate copies of, or links to, any relevant policies or guidance.

Please also confirm the appropriate contact point for submitting a formal complaint of this nature.

Our response

Members of the public can raise a concern regarding potential conflicts of interest through the [Ofcom Complaints Process](#).

Who deals with the complaint is dependent on the nature of the issue raised, whether it relates to an employee or an office holder, and what information has been provided by the person raising the issue. The complaint or issue would usually be received by our consumer contact centre or information rights team, depending on how the complaint/ issue raised has been submitted. Conflicts of interest issues for employees are considered by a member of the People,

Culture and Workplace Team (PC&W), or may be escalated to the Director of PC&W and/ or the Corporation Secretary for consideration. In some instances, a potential conflict of interest may be discussed with our General Counsel and, where appropriate, with the relevant Ofcom Group Director or Director. Conflicts of interest issues for Board and Committee Members are considered by the Chair of that Board or Committee and the Corporation Secretary and/ or the General Counsel. A conflict of interest issue raised regarding an individual who would normally be responsible for considering conflicts of interest would need to be considered by another suitably experienced individual (for example, if a conflict of interest concern were raised about the Director of PC&W or the Corporation Secretary, they would clearly not be able to be involved in investigating or determining whether they had a conflict of interest and whether that could be managed. Again, it would depend on the nature of the issue of complaint raised but the individual about whom the potential conflict of interest was raised might need to be made aware of this to be able to respond to concerns raised and help to establish the facts).

Ofcom publishes codes of conduct for its main board, content board and advisory committees which include requirements on conflicts of interest and information about how they are assessed, you can view these on our [website](#).

Ofcom also has a Conflicts of Interest policy for its colleagues, which is attached to this response.

If there is any dissatisfaction about how a complaint is handled, members of the public can ask for a review by the Corporation Secretary. This process is not an appeal for a different outcome, but rather allows for an investigation into whether Ofcom colleagues followed correct procedure and had appropriate conduct when making a decision and interacting with the complainant. If the Corporation Secretary had been involved in the consideration of the initial issue or complaint raised they would not be able to consider it at review stage and another suitably experienced individual would be appointed. The Corporation Secretary review is the final point of complaint within Ofcom, but if the complainant is still dissatisfied, they can appeal to the Parliamentary and Health Service Ombudsman, following sign off from their local MP.

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](#).