

Reference: 02259704

Information Requests
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Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's regulatory activities.

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

Your request

Over the past year, which organisation monitored by Ofcom has been the subject of the most complaints from the public, and which one has had the most complaints upheld against it by Ofcom?

Our response

By way of context, Ofcom has a broad scope of regulation. Areas that fall under our remit are Online Safety, Post, Telecoms and Broadband, Broadcasting and Spectrum. More information on areas within our regulation about which complaints can be made can be found here: [Make a complaint](#).

For our regulation of Online Safety, Post, Telecoms/Broadband and Spectrum, we are unable to consider and investigate individual complaints. Rather, complaints submitted in these areas are logged and contribute to our ongoing monitoring of each industry. If there is a notable pattern of complaints, we may decide to investigate an organisation for a concern more generally. Updates and information on these investigations can be viewed on our [Enforcement Bulletin](#).

For Broadcasting, individual complaints are reviewed and considered on a case by case basis. However, not all complaints may result in an investigation, and those that do may not result in being upheld against the organisation/broadcaster. Updates and information on investigations can be viewed on our [Broadcast and On Demand Bulletin](#).

Each area of regulation does periodically publish data on complaints or how we are implementing regulation. These may be of interest to you:

Telecoms/Broadband: [Report: Complaints about broadband, landline, mobile and pay-TV services](#)

Online Safety: [Online Safety Risk Assessments - Year one](#)

[Summary of the technology sector's response to UK's online safety rules](#)

Broadcasting: [Audience complaints about content on TV or radio programmes](#)

[Broadcast and On Demand Bulletin](#)

Spectrum: [Interference](#)

Post: [Annual monitoring report on the postal market](#)

Additionally, as the designated universal service provider for UK post, Royal Mail must report quarterly and annually on complaints and compensation figures. The reports are found on its website [here](#).

However, in response to the information requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450, which is equivalent to 18-hours. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

The information requested is not readily accessible, as complaints do not always clearly identify a service against which the complaint should be logged. In order to satisfy your request and provide the required information, we would therefore need to manually review thousands of complaints from all areas of our regulation to confirm the services which complaints are logged against. We would then need to extract the relevant information and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit of complying with a request.

You may wish to consider submitting a narrower, more focused request, for example, a specific area of our work, or a much smaller timeframe. We would then consider this under the FOI Act. However, should you decide to make a further request for information, please note that the aforementioned appropriate limit and/or other exemptions may apply.

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](#).