

Reference: 02280469

Information Requests
information.requests@ofcom.org.uk

16 September 2026

Freedom of Information request: Right to know request

Thank you for your request for information about online safety complaints and trends.

We received this request on 4 September 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

For the period 1 March 2025 to 31 August 2026, please provide:

1. Monthly complaint volumes

The total number of Online Safety complaints received by Ofcom in each calendar month.

2. Monthly complaint volumes by category

For each calendar month, the number of complaints recorded under each complaint category and subcategory used in Ofcom's Online Safety complaints system, including all categories represented by Complaint Category Dropdowns 1, 2 and 3.

3. Monthly figures for specific categories

Where separately recorded, please provide the monthly number of complaints in each of the following categories or subcategories:

- *cyberbullying, stalking and harassment;*
- *fraud;*
- *scam advertising;*
- *personal threats/harm;*
- *threats of violence/harm;*
- *death threats;*
- *grooming;*
- *child sexual content;*
- *complaint handling;*
- *reporting process;*
- *service/platform safety functions;*

- actions taken against an account;
- application of terms and conditions; and
- reported content/account found not to be in breach of terms and conditions.

4. Complaint trends

Please provide any existing statistical data held showing trends over time in:

- a) total Online Safety complaint volumes;*
- b) complaint categories; and*
- c) harm categories.*

I am seeking existing statistical data or analysis and am not asking Ofcom to create new analysis or manually review individual complaints.

5. Complaints and regulatory compliance

Where recorded in Salesforce or another existing structured record, please provide, by calendar month, the total number of Online Safety complaints recorded, coded, tagged or flagged as:

- a) potentially relevant to monitoring compliance with Online Safety Act duties;*
- b) indicating potential non-compliance with Online Safety Act duties; and/or*
- c) potentially relevant to consideration of regulatory or enforcement action.*

I am requesting aggregate figures only. I am not requesting the identity of any individual service, platform, provider, company or complainant.

6. Escalation of complaints

Where recorded in an existing structured record, please provide, by calendar month:

- a) the number of Online Safety complaints referred or escalated from the team handling complaints to another Ofcom team;*
- b) the number referred or escalated to Ofcom's Online Safety supervision, enforcement, intelligence or investigation functions; and*
- c) the number which contributed to consideration of whether to open a formal investigation.*

Please provide aggregate figures only. I am not requesting the identity of the service/provider or complainant.

Our response

Any enforcement action taken against an online service will generally be announced on our [website](#).

In response to the information requested, you can find the information relating to questions 1-3 in the attached Annex. Please note that the categorisation of complaints is based on the category selected by the person submitting the complaint and is not changed by Ofcom once the complaint is submitted.

In response to question 4, we do not hold information on trends for complaint categories or harm categories. However, Annex B below contains a chart showing the trend of total online safety complaint volumes from 1 March 2025 to 31 August 2026.

We can confirm we do not hold information in response to questions 5 and 6. Ofcom's role under the Online Safety Act is to ensure sites and apps have effective systems and processes in place. It is not to resolve individual complaints, or to assess or remove specific pieces of content.

As such, whilst people can submit complaints to Ofcom about online services, we do not investigate, assess or respond to individual complaints; rather, these all contribute to our ongoing general monitoring in this area.

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](#).

Annex B

Complaint volume

