

Reference: 02266094

Information Requests
information.requests@ofcom.org.uk

17 September 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Snapchat complaint data.

We received this request on 19 August 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Can you please provide the total number of complaints you've received under the OSA about Snapchat (snapchat.com/snap.com), broken down within these specific dates?

- Total complaints from 1 January 2024 to 31 December 2024
- Total complaints from 1 January 2025 to 31 December 2025
- Total complaints from 1 January 2026 to 18 August 2026

*Please can you also provide the total number of complaints you've received regarding the platform snapchat in ****total****."*

Our response

We are unable to confirm nor deny whether we hold the information you requested, as to provide such information would fall under the exemption in section 44 of the FOI Act. Disclosure of whether we hold such information is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') which inhibits disclosure of information about a business which we have obtained in the course of exercising a power conferred by the Communications Act, among others, unless we have the consent of that business 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 Commissioner's Office](#).