Deceased Child User Duties

Annexes 3-6

Consultation

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For more information on this publication, please visit ofcom.org.uk

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A3. Consultation questions

A3.1 We are seeking comments from all interested parties on the draft Guidance. In particular, we would welcome comments on the following:

Question 1: Do you agree with our proposed objectives for the Guidance? Please explain why.

Question 2 a): In relation to each of the following areas, do you agree with our proposals? Please tell us why:

i) A provider of a relevant service's policy about disclosure of information;
ii) The procedure for parents to make a request;
iii) The evidence the provider will require;
iv) Sufficient detail about the disclosure of information.

Question 2 b): In relation to the provisions in Question 2(a), are there other examples of good practice we should consider?

Question 3 a): Do you agree with our proposals regarding providers responding in a timely manner? Provide any evidence to support your answer.

Question 3 b): Are there other examples of good practice we should consider?

Question 4: Do you agree with our proposal to require providers of relevant services to also make their disclosure policy statement accessible as well as clear? Please explain why.

Question 5: Do you have any comments in relation to our proposal to align our approach to clarity and accessibility with the approaches taken in our Illegal Content and Protection of Children Codes? Please explain why.

Question 6: Are there other examples of good practice in relation to clarity and accessibility we should consider?

Question 7: Do you have any comments on our proposals in relation to how providers should provide a support function?

Question 8: Do you have any comments in relation to the details about a support function which a provider of a relevant service must include in its terms of service?

Question 9: Are there other examples of good practice in relation to the provision of a support function or the details to be included in the terms of service we should also consider?

Question 10: Do you have any comments on our proposal to align our guidance for how providers of relevant services should operate a complaints function with the approach taken in the Illegal Content and Protection of Children Codes?

Question 11: Do you agree with our proposal not to require providers of relevant services to operate a separate complaints function? Please explain why.

Question 12: Do you have any comments on our proposal in relation to easily accessible policies and processes that govern the handling and resolution of such complaints?

Question 13: Are there any further examples of good practice in relation to the operation of a complaints function or the provision of relevant provisions in the terms of service we should consider?

Question 14: Do you have any comments on the; impact assessment; rights assessments; equality impact assessment; and Welsh language impact assessment. Please provide any information or evidence in support of your views.

A4. Responding to this consultation

How to respond

A4.1 Ofcom would like to receive views and comments on the issues raised in this document, by 5pm on 23 March 2026.

A4.2 You can download a response form from the website. You can return this by email or post to the address provided in the response form.

A4.3 If your response is a large file, or has supporting charts, tables or other data, please email it to dcuguidance@ofcom.org.uk, as an attachment in Microsoft Word format, together with the cover sheet. This email address is for this consultation only and will not be valid after 23 March 2026.

A4.4 We welcome responses in formats other than print, for example an audio recording or a British Sign Language video. To respond in BSL:

- send us a recording of you signing your response. This should be no longer than 5 minutes. Suitable file formats are DVDs, wmv or QuickTime files; or
- upload a video of you signing your response directly to YouTube (or another hosting site) and send us the link.

A4.5 We will publish a transcript of any audio or video responses we receive (unless your response is confidential)

A4.6 We do not need a paper copy of your response as well as an electronic version. We will acknowledge receipt of a response submitted to us by email.

A4.7 You do not have to answer all the questions in the consultation if you do not have a view; a short response on just one point is fine. We also welcome joint responses.

A4.8 It would be helpful if your response could include direct answers to the questions asked in the consultation document. The questions are listed at Annex 3. It would also help if you could explain why you hold your views, and what you think the effect of Ofcom's proposals would be.

A4.9 If you want to discuss the issues and questions raised in this consultation, please contact dcuguidance@ofcom.org.uk

Confidentiality

A4.10 Consultations are more effective if we publish the responses before the consultation period closes. This can help people and organisations with limited resources or familiarity with the issues to respond in a more informed way. So, in the interests of transparency and good regulatory practice, and because we believe it is important that everyone who is interested in an issue can see other respondents' views, we usually publish responses on the Ofcom website at regular intervals during and after the consultation period.

A4.11 If you think your response should be kept confidential, please specify which part(s) this applies to and explain why. Please send any confidential sections as a separate annex. If

you want your name, address, other contact details or job title to remain confidential, please provide them only in the cover sheet, so that we don't have to edit your response.

A4.12 If someone asks us to keep part or all of a response confidential, we will treat this request seriously and try to respect it. But sometimes we will need to publish all responses, including those that are marked as confidential, in order to meet legal obligations.

A4.13 To fulfil our pre-disclosure duty, we may share a copy of your response with the relevant government department before we publish it on our website.

A4.14 Please also note that copyright and all other intellectual property in responses will be assumed to be licensed to Ofcom to use. Ofcom's intellectual property rights are explained further in our Terms of Use.

Next steps

A4.15 Following this consultation period, Ofcom plans to publish a statement in 2026.

A4.16 This consultation will also be followed by further proposals on additional duties for categorised services, which we expect to publish in Summer 2026, alongside the register of categorised services.

A4.17 If you wish, you can register to receive mail updates alerting you to new Ofcom publications.

Ofcom's consultation processes

A4.18 Ofcom aims to make responding to a consultation as easy as possible. For more information, please see our consultation principles in Annex 5.

A4.19 If you have any comments or suggestions on how we manage our consultations, please email us at consult@ofcom.org.uk. We particularly welcome ideas on how Ofcom could more effectively seek the views of groups or individuals, such as small businesses and residential consumers, who are less likely to give their opinions through a formal consultation.

A4.20 If you would like to discuss these issues, or Ofcom's consultation processes more generally, please contact the corporation secretary:

Corporation Secretary
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA
Email: corporationsecretary@ofcom.org.uk

A5. Ofcom's consultation principles

Ofcom has seven principles that it follows for every public written consultation:

Before the consultation

A5.1 Wherever possible, we will hold informal talks with people and organisations before announcing a big consultation, to find out whether we are thinking along the right lines. If we do not have enough time to do this, we will hold an open meeting to explain our proposals, shortly after announcing the consultation.

During the consultation

A5.2 We will be clear about whom we are consulting, why, on what questions and for how long.

A5.3 We will make the consultation document as short and simple as possible, with an overview of no more than two pages. We will try to make it as easy as possible for people to give us a written response.

A5.4 When setting the length of the consultation period, we will consider the nature of our proposals and their potential impact. We will always make clear the closing date for responses.

A5.5 A person within Ofcom will be in charge of making sure we follow our own guidelines and aim to reach the largest possible number of people and organisations who may be interested in the outcome of our decisions. Ofcom's Consultation Champion is the main person to contact if you have views on the way we run our consultations.

A5.6 If we are not able to follow any of these principles, we will explain why.

After the consultation

A5.7 We think it is important that everyone who is interested in an issue can see other people's views, so we usually publish the responses on our website at regular intervals during and after the consultation period. After the consultation we will make our decisions and publish a statement explaining what we are going to do, and why, showing how respondents' views helped to shape these decisions.

A6. Consultation coversheet

Basic details

Consultation title:

To (Ofcom contact):

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

Confidentiality

Please tick below what part of your response you consider is confidential, giving your reasons why

- Nothing ☐
- Name/contact details/job title ☐
- Whole response ☐
- Organisation ☐
- Part of the response ☐

If you selected 'Part of the response', please specify which parts:

If you want part of your response, your name or your organisation not to be published, can Ofcom still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

Yes ☐ No ☐

Declaration

I confirm that the correspondence supplied with this cover sheet is a formal consultation response that Ofcom can publish. However, in supplying this response, I understand that Ofcom may need to publish all responses, including those which are marked as confidential, in order to meet legal obligations. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

Ofcom aims to publish responses at regular intervals during and after the consultation period. If your response is non-confidential (in whole or in part), and you would prefer us to publish your response only once the consultation has ended, please tick here.

Name Signed (if hard copy)