

Reference: 01591724

Information Requests
information.requests@ofcom.org.uk

Dear,

24 April 2023

Freedom of Information: Right to know request

Thank you for your request for information in relation to complaints about false CLI. We received this request on 25 March 2023. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

You asked:

For information about how many complaints we receive about people using a consumer's telephone number as a False CLI and using this to call the consumer.

Our response

This is information we hold. There has only been one complaint received about a consumer's own telephone number being used as a false CLI to contact the consumer, which was logged when you submitted this request.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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Switchboard: +44 (0)20 7981 3000
or +44 (0)300 123 3000

www.ofcom.org.uk

Information Commissioner's Office
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