

Reference: 01717282

Information Requests
information.requests@ofcom.org.uk

20 December 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning slamming complaints received. Your request was received on 9 November 2023. We sought clarification of your request on 21 November 2023 and this was received on 24 November 2023. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request & our response

"provide as a FOI request your data on slamming complaints received."

You clarified this as *"From Jan 2010 to November 2023 is sufficient"*.

We have interpreted this as a request for the number of complaints Ofcom has received in relation to 'slamming' i.e., customers being switched to new telecoms providers without their permission.

Here are the numbers we have on record:

Year	2010	2011	2012	2013	2014	2015	2016
No. of complaints	7978	4476	3348	2977	2729	2188	1887

Year	2017	2018	2019	2020	2021	2022	2023
No. of complaints	1722	1431	1753	1126	836	746	886*

* Data correct as at 27 November 2023

Please note that these figures only cover complaints received by Ofcom and not those received by Telecoms operators directly. You may wish to contact the relevant Telecoms providers directly for this information.

Although we may hold further details on some of the complaints, please note that this information is likely to be subject to exemptions under the FOI Act and we would be unable to provide anything further. In particular we would be unable to disclose information about the companies who are the subject of those complaints, as we consider this information is exempt under section 44(1) of the FOI Act. Section 44(1) provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 (the Act). Under this section, we are prohibited from

disclosing information with respect to a particular business that has been obtained in exercise of our regulatory functions, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting 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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF