

Reference: 01767264

Information Requests
information.requests@ofcom.org.uk

14 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Susy Radio (103.4 FM) complaints.

We received this request on 19 January 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

a) Since 1st September 2022, how many complaints have Ofcom received about Susy Radio?

We have received three complaints about Susy Radio.

b) How many of these complaints were investigated by Ofcom?

Two of these complaints were referred for investigation by Ofcom. As they related to the same issue we opened one investigation.

c) How many of these complaints were upheld by Ofcom?

The outcome of our investigation was published on 5 February. We considered the matter resolved.

You may wish to refer to our recently published [decision](#) regarding our investigation.

I hope this information is helpful. 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

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](#).