

Reference: 01763994

Information Requests
information.requests@ofcom.org.uk

26 January 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning local authority concerns with code operators. This request was received on 12 January 2024 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

As part of a follow up query to this [FOI request](#), you stated "I note: "Ofcom received several concerns from local authorities about code operators between 1 April 2023 and the end of November." Are you able to quantify "several concerns", please? How many local authorities contacted Ofcom about code operators in that time frame?"

Our response

As explained in our answer to this [FOI request](#), complaints or concerns raised by Local Planning Authorities about Code Operators are not centrally held by Ofcom, thus making it hard to quantify the number of concerns that we have received over a set time period.

Additionally, concerns can be raised with us through various different ways; one example is local authorities being part of wider meetings where some had concerns, and some did not.

Therefore, we are unable to give you an exact number of how many local authorities raised concerns to Ofcom between this time period, as we do not hold this exact figure. However, if helpful to know, we received contact from at least 6 local authorities since April 2023. Some of these set out concerns that they had, but in some instances the contact was simply to seek clarification and discuss relevant rules.

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