

Reference: 01976309

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

22 April 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about Vodafone and Relay UK calls.

We received this request on 24 March 2025 and we have considered your request under the Freedom of Information Act 2000.

### Your request

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*Could you please provide data about Vodafone refusing to accept Relay UK calls. If possible, provide the data broken down by year (in: 2023, 2024, 2025). [...]*

- *The total number of complaints Ofcom has received*
- *The total number of complaints Vodafone has received*
- *The number of these complaints recorded as resolved.*
- *The number of these complaints closed without resolution / customer satisfaction / no contact.*
- *The number of complaints that were re-escalated or resulted in a new complaint from the same individual about the same issue over different days.*

### Our response

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We do not hold any information within the scope of your request. However, we have published some advice on our website that may be relevant to your enquiry. On our [Frequently asked questions](#) page about phone and broadband accessibility, the first FAQ contains guidance on service providers refusing to take a call via a relay service. This guidance can be accessed by clicking the plus sign next to this first FAQ.

We also recommend that you contact Vodafone directly for information regarding complaints to their services received by them directly from customers as we do not have sight over these.

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).