

Reference: 1941449

Information Requests
information.requests@ofcom.org.uk

25 February 2025

Freedom of Information request: Right to know request

Thank you for your request for information about British Telecom's responses to complaint investigations.

We received this request on 21 January 2025 and received further clarification on 24 January 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I would like to know how many complaints have been received by Ofcom and/or the Communications Ombudsman in the last 12 months and 24 months where:

BT was asked to provide information relating to the investigation of complaints by the Communications Ombudsman and/or Ofcom; and

BT did NOT provide the information requested; and as a result,

The Communications Ombudsman could NOT make a decision about whether to uphold the complaints or not uphold the complaints. I would also like to know how many complaints have been received by Ofcom and/or the Communications Ombudsman in the last 12 months and 24 months where:

BT was asked to provide information relating to the investigation of complaints by the Communications Ombudsman and/or Ofcom; and BT DID provide the information requested; and

The Communications Ombudsman WAS able to make a decision about whether to uphold the complaints raised or not uphold the complaints.

Our response

We have investigated your request and we do not hold the information requested.

However, under our rules set out in the [General Conditions of entitlement \(GCs\)](#), specifically GC C4.3(b), we require communications providers to comply with the Alternative Dispute Resolution (ADR) schemes. This means that communications providers should follow the schemes' procedures or rules, including any reasonable request by the schemes to give them information. We expect communications providers to provide appropriate evidence that is relevant to the assessment of the

case, as requested throughout the process. We recently consulted on a review of the ADR schemes and emphasised this point in paragraph 4.40 of this [consultation](#).

The Communications Ombudsman (CO) publishes case outcome data (as a %) broken down by provider which may give you an indication of how frequently complaints are found in BT or the consumer's favour. It also publishes case category data (as a %) which may provide an indication of the type of complaints CO receives about BT. This can be found [on their website](#).

We 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](#).