

20 February 2025

Freedom of Information request: Right to know request

Thank you for your request for information about telecom complaints.

We received this request on 23 January 2025 and received further clarification on 4 February 2025. We have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

Your request

Please can you tell me:

- 1) How many telecom complaints you received in total in the last year and each of the previous 2 years?*
- 2) How many complaints were regarding accounts for people who had died?*

Our response

We do not categorise our complaints data in such a way that we can easily obtain the number of: “*How many complaints were regarding accounts for people who had died*”. The complaints categories we can search for on our system are broad such as billing/pricing/charges, contracts, silent and unsolicited calls, changing provider etc.

In order to determine if we hold information on complaints regarding accounts for people who had died and then counting those complaints, we need to read each complaint to understand if it relates to the relevant topic. There have been: 35,110 complaints (in 2022), 42,825 complaints (in 2023) and 38,441 complaints (in 2024) regarding telecoms. Therefore it would take a substantial amount of time to determine if we hold the information in scope of your request.

Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the “Regulations”), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time.

We estimate that it would take over 18 hours to locate, identify and extract the information you requested due to the reasons explained above.

You may wish to consider submitting a narrower, more specific request (e.g. you could use one of the categories mentioned above) and we would be happy to consider this under the FOI Act. Should you decide to make a further request for information, please note that other exemptions may apply.

We also publish quarterly complaints reports on this webpage: [Complaints about broadband, landline, mobile and pay-TV services - Ofcom](#). This report compiles complaint data and determines the number of complaints received by provider and by service. To compare the performance of providers, we publish the number of complaints that we receive about them relative to the size of their customer bases (i.e. per 100,000 customers). This same webpage contains links to quarterly reports from the previous years including 2024, 2023 and 2022, and also contains a CSV (excel) file with the underlying data for each report which you can download.

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](#).