

Reference: 01555785

Temiloluwa Dawodu
Information Rights Advisor
information.requests@ofcom.org.uk

31 January 2023

Freedom of Information: Right to know request

Thank you for your request for information relating to complaints about minors viewing inappropriate content on video-sharing platforms. We received this request on 16 January 2023 and have considered it under the Freedom of Information Act 2000.

Your request and our response

I'm interested in finding out about consumer complaints about minors viewing inappropriate content on video-sharing platforms. I would like to know the following:

- 1. The number of complaints to Ofcom about minors viewing inappropriate content on video-sharing platforms for the 12 months to 31st December 2022. I would also like this information for 2021, 2020, 2019 and 2018 (year end 31st December) if possible.*

The Video Sharing Platform (VSP) regime only came into force in November 2020 and Ofcom began accepting complaints under this regime via our online webform and consumer contact team in June 2021.

Under the VSP regime, VSPs must notify Ofcom if they fall under its jurisdiction. Below we set out the number of complaints, relating to harmful content accessed by under 18's, received about notified VSPs (see Table A) and received about ALL online platforms (including platforms that have notified to Ofcom under the VSP regime, platforms that might be considered VSPs but that have not notified to Ofcom, and platforms that would not be considered VSPs under the regime (see Table B).

Table A

Complaints about notified VSPs	CY2021	CY2022	Total
Harmful content accessed by someone under 18	6	19	25

Table B

All complaints	CY2021	CY2022	Total
Harmful content accessed by someone under 18	9	24	33

2. *The number and value of financial penalties levied on video-sharing platforms as a result of complaints made about minors viewing inappropriate content on video-sharing platforms for the 12 months to 31st December 2022. I would also like this information for 2021, 2020, 2019 and 2018 (year end 31st December) if possible.*

To date there have been no financial penalties levied on VSPs as a result of complaints made about minors viewing inappropriate content on VSPs.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Temiloluwa Dawodu

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. The Information Commissioner can be contacted at:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF