

Reference: 01614257

Information Requests
information.requests@ofcom.org.uk

22 May 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints against Onestream. Your request was received on 9 May 2023 and we have considered it under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

Can you please for ONESTREAM LIMITED (Company number 10389581) the number of complaints since 2019 & summery of the complaint?

Our response

We can confirm that we hold information in scope of your request. We have published some of this information here: [Investigation into Onestream's compliance with mis-selling and slamming rules - Ofcom](#).

We are unable to disclose any further complaints details as we consider this information is exempt under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 (the Act) from disclosing information which relates to a business, in this case Onestream Limited, which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

Ofcom does publish aggregated complaint information, on a quarterly basis, on our website where the providers have a market share greater than 1.5%. You may access the [Complaints about broadband, landline, mobile and pay-TV services](#) page on our website here. For complaints data relating to previous years, please refer to the National Archives website: The National Archives.

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