

Reference: 1932052

Information Requests
information.requests@ofcom.org.uk

23 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information about CISAS (CEDR) complaint information for Vodafone Mobile.

We received this request on 10 December 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

Under the freedom of information act please can I request the following information with regards the cases dealt with by CISAS (CEDR) ARD only.

This request is about complaint information for Vodafone Mobile.

- *How many complaints have CISAS dealt with?*
- *How many of these complaints were found in Vodafone's favour?*
- *How many of these complaints were found in favour of the consumer?*

Please supply the above information for the following:

- *All complaints*
- *Customer Service Complaints*
- *Billing Complaints*
- *Contract Complaints*

Please supply the information for the following years:

- *Up to end of Q3 for 2024*
- *Full of 2023*
- *Full of 2022*

Our response

While we hold this information we are unable to disclose it as we consider that section 44 of the FOI Act applies. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited by or under any enactment. Section 393 of the Communications Act 2003 ('the Act') prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

Other exemptions may also apply.

However, CISAS does publish case outcome data (as a %) broken down by provider which may give you an indication of how frequently complaints are found in Vodafone or a consumer's favour. It also publishes case category data (as a %) which may provide an indication of the type of complaints CISAS receives about Vodafone. 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](#).