

Reference: 01919757

Information Requests
information.requests@ofcom.org.uk

4 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning correspondence from Minister Bryant to Ofcom regarding reporting of mobile coverage.

We received this request on 8 November 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

“Under the FOI Act, please could I request a copy of correspondence between Chris Bryant MP and Ofcom which was recently referenced by the Minister in response to Parliamentary Questions by Helen Grant MP and Richard Foord MP.

In his response, Chris Bryant MP stated that he wrote to Ofcom, asking them to explain the steps they are taking to improve their mobile coverage reporting, as their data does not always reflect consumers' experience of mobile networks.

If you could provide a copy of the Minister's letter, any response by Ofcom received by the department, and the dates they were sent/received, that would be much appreciated.”

We are pleased to advise that the letter from Chris Bryant MP, and the response from Dame Melanie Dawes, have been published on our website:

[Letter from Minister of State, 28 August 2024](#)

[Letter from Dame Melanie Dawes to Minister of State, 31 October 2024](#)

We hope that 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](#).