

Reference: 1818477

Information Requests
information.requests@ofcom.org.uk

4 June 2024

Freedom of Information request: Right to know request

Thank you for your request for information about public correspondence data.

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

Your request and our response

Can you please inform me of the

- 1. number of complaints,*
- 2. general enquiries,*
- 3. Ministerial Correspondence,*
- 4. Parliamentary Questions,*
- 5. Treat Officials*

For your organisation have received in 2022 and 2023 calendar years. I request that you fill the table below if possible.

	<i>Complaints and Enquiries</i>
2022	76,135 (2021/22 Financial Year) annual-report-2021-22.pdf (ofcom.org.uk) (Page 54)
2023	57,374 (2022/23 Financial Year) Telecoms and pay-TV complaints - background and methodology (ofcom.org.uk) (Page 2)

We have interpreted your request for Q1 and Q2 as the number of calls, web forms, emails and letters directly from consumers, which we collect on a financial year basis. For 2021/22, this can be found in our [Annual Report](#) and for 2022/23, this can be found in the [Background and Methodology document](#) of our Quarterly Complaints Publication however for ease we have listed these above.

Ofcom is an independent statutory regulator, and not a ministerial department and therefore we do not hold information for questions 3, 4, and 5.

I 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](#).