

Reference: 01836576

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

24 June 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about daytime and adult chat services.

We received this request on 11 June 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*How many complaints did the daytime and adult chat services receive in: 2020, 2021, 2022, 2023 and so far in 2024*

*Of the complaints received in each of these years, how many different individuals or organisations made complaints about the channels?*

### Our response

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Complaints are logged on our complaints handling system by the name of the programme and channel rather than genre of service. In addition, complaints are logged by the name of the individual who made the complaint, and not by reference to how many complaints they have made previously (or any organisation they may represent). Data on complainants is also recorded separately from programme data on Ofcom's systems. In order to identify daytime and adult chat services within the scope of your request, and to also determine the number of different individuals or organisations related to those complaints, we would need to carry out a highly manual matching exercise which would involve reviewing over 400,000 complaints made over the course of the four-and-a-half-year period you specified.

Under Section 12 of the FOI Act, Ofcom is not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the 'appropriate limit'. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 ("the Regulations"), and is, for Ofcom, £450. The Regulations provide that costs are to be estimate at a rate of £25 per person per hour, which equates to 18 hours of time. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. Ofcom estimates that it would take more than 18 hours to search for and retrieve the information. As such the cost of complying with your request will exceed the appropriate limit. We have therefore been unable to fulfil your request under Section 12 of the FOI Act.

You may wish to consider submitting a narrower, more focused request, for example, numbers of complaints received about specific services. Our list of [licensed services](#) may assist in that regard.

In addition, [Ofcom's Broadcast and On Demand Bulletin](#) publishes the outcome of complaints we have considered, and it is possible to filter complaints by the name of service in the bulletins.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).