

Reference: 01891579

Information Requests
information.requests@ofcom.org.uk

18 September 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning the service status of the silent call reporting tool.

Your request received was received on 2 September 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”)

Your request & our response

What actions are taken by, or on behalf of Ofcom to ensure the continued functionality of the Silent Call reporting link (<https://ofcomlive.my.salesforce-sites.com/formentry/SitesFormCCTSilentCalls>) on the Ofcom website?

Ofcom has a large number of webforms live and we rely on individuals notifying us if they are not working.

When was this link last checked for functionality?

The link was checked on 11 September 2024 and was functional.

For how long has the Silent Call reporting link been inactive?

As far as we are aware, the link above has not been inactive.

As this link no longer functions (as of 2/9/2024), When are Ofcom going to provide a functional way for silent calls to be reported?

We can confirm that as of 11 September 2024 the link is functional.

In the meantime, what method would Ofcom suggest to report silent calls, and has Ofcom ensured this method is functional (as of the date of this request)?

Please see the answers above.

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](#).