

Reference: 01980917

Information Requests
information.requests@ofcom.org.uk

23 April 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Broadband complaints and issues.

We received this request on 4 April 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

“Would be possible to obtain information on which areas are making the most broadband complaints, what issues they are having and where are the most problematic areas?”

Clarified on 10 April as:

“Would it be possible to get this information for the last 18months please.

With regards to the areas, I was just interested in seeing if there were any areas of the country which have more issues than others.”

Our response

Ofcom records complaints by country – we do not hold a breakdown by area of the country. However, to be helpful we are able to provide the number of broadband complaints we have received from consumers over the past 18 months in each of the nations of the UK and what issues are driving these. Please see the figures below.

England – 11,056

Scotland - 1204

Wales - 628

Northern Ireland - 283

In all cases, fault/service/provision was the highest category of broadband complaints.

Please note that these figures may include complaints from one consumer recorded as separate issues. In any single call to Ofcom, or other contact with us, if a consumer complains about two separate matters (e.g. billing and complaint handling) relating to one service (e.g. fixed broadband), it is recorded as two complaints.

In addition, the [Connected Nations UK report 2024](#) and the [Phones and broadband service quality report](#) (2023/24 report is due in May) both give an average number of complaints received per 100,000 subscribers broken down by service area.

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](#).