

Reference:1973768

Information Requests
information.requests@ofcom.org.uk

9 April 2025

Freedom of Information request: Right to know request

Thank you for your request for information about details on the Automatic Compensation Scheme.

We received this request on 17 March 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I am requesting any data that you have that will help identify the extent to which service providers signed up to Communications Providers' Voluntary Code of Practice for an automatic compensation scheme have failed to automatically provide compensation.

This may be data self-reported by the providers and/or data related to complaints raised to address the failing and/or any study undertaken to understand this failing.

Our response

We have considered your request and can confirm we do not hold some of the information requested. We do not hold any data self-reported by the providers and we do not hold any data on studies undertaken.

While we do hold some information that appears to be connected to your request, we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

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](#).