

Reference: 02059028

Information Requests
information.requests@ofcom.org.uk

22 August 2025

Freedom of Information request: Right to know request

Thank you for your request for information about complaints regarding illegal immigration topics on social media.

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

Your request

Please provide stats on how many complaints were received by you from January 2023 to May 2025 regarding illegal immigration topics in the UK on social media and/any related information complained about.

Our response

In relation to Online Safety, Ofcom received 12 complaints between January 2023 and May 2025 where the case descriptions contained at least one of the following keywords related to your request: "immigration", "illegal immigration", "migration" or "immigrant".

This data was compiled by conducting keyword searches on our complaints database for the terms provided above. 10 of these complaints were categorised as a complaint regarding harmful content on social media, whilst 2 of the complaints were categorised as relating to the processes or functions of online platforms or services themselves.

By way of context, our job for online safety is to make sure platforms are taking effective action to address content that is illegal or harmful to children through implementing appropriate systems and processes. Complaints, or requests for content to be removed, should be made to the site or app concerned.

Individuals can also share their concerns with Ofcom via our online complaints portal. While we don't have a role in resolving individual complaints about specific content, we monitor this information to help us understand and identify broader online safety trends and concerns, and to determine whether further action may be necessary.

We 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](#).