

Reference: 02113608

Information Requests
information.requests@ofcom.org.uk

29 December 2025

Freedom of Information request: Right to know request

Thank you for your request concerning FAQs - Online Safety Act Explained: Q&A.

We received this request on 28 November 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

Information and documents containing or referring to discussions about the possibility of publishing on Ofcom's website the FAQs (Online Safety Act Explained: Q&A) document circulated on or about 28 May 2025 to attendees of Ofcom's "Online Safety Act Explained" event held in February 2025.

Our response

We have understood your request as referring to this document [Online Safety Act Explained Q+A](#).

In line with our freedom of information duties, we are providing the relevant documents and correspondence associated with your request, with personal data redacted.

We note that you have previously been in contact with Ofcom's events and online safety team to request that this document is published on the Ofcom website. As you will see from Ofcom's internal discussions in the correspondence disclosed, we had planned to integrate the relevant content into our existing guidance resources in line with digital design best practice. Providing relevant information in a single, consolidated set of resources has a number of benefits, including ensuring this content is findable by website users.

However, this was paused whilst we considered wider improvements to our guidance resources (which are still in progress). As such, we have now published the Q&A document while we consider how to integrate the key information in future.

You can find the Q&A document alongside a number of other resources we have published on this webpage: [Helping small services navigate the Online Safety Act](#).

Yours sincerely,

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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](#).