

Reference: 1946977

Information Requests
information.requests@ofcom.org.uk

20 February 2025

Freedom of Information request: Right to know request

Thank you for your request for information about complaints from consumers and ADR providers.

We received this request on 23 January 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

Please can you tell me:

1) How many complaints you received from consumers and how many from ADR providers in each of the last 3 years?

2) How many and what complaints resulted in an investigation by Ofcom?

Our response

With regards to question one, we have understood the first part of your question to be asking about the number of complaints we have received from consumers over the past three years relating to telecoms, for example complaints about billing, changing providers, faults etc. Please see the figures below.

2022 - 35,110 complaints

2023 - 42,825 complaints

2024 - 38,441 complaints

Please note that these figures might not represent an accurate number of complaints from consumers as a single complaint received might be recorded as different/multiple issues and therefore account to more than one complaint in the figures above.

We also publish quarterly complaints reports on this webpage: [Complaints about broadband, landline, mobile and pay-TV services - Ofcom](#). This report compiles complaint data and determines the number of complaints received by provider and by service. To compare the performance of providers, we publish the number of complaints that we received about them relative to the size of their customer bases (i.e. per 100,000 customers). This same webpage contains links to quarterly reports from the previous years including 2024, 2023 and 2022, and also contains a CSV (excel) file with the underlying data for each report which you can download.

We have understood the second part of question one to be asking about the number of complaints we have received from ADR providers over the past three years. We do not hold the information you

have requested as it is not Ofcom's role to deal with complaints from ADR providers. We do, however, engage regularly with the two ADR schemes we approve for the telecoms sector, Communications Ombudsman (CO) and the Communications and Internet Services Adjudication Scheme (CISAS), where they can raise any problems or concerns with us informally. We will consider any issues raised by the schemes and take action when appropriate.

With regards to question two, Ofcom does not have powers to handle or investigate individual consumers' complaints instead these can be dealt with by ADR schemes¹. We do closely monitor the complaints we receive from consumers and where we see concerning themes emerging, we may take action. Any investigations we open are published in our enforcement bulletin available here where you can search by topics such as "phone and broadband": [Enforcement - Ofcom](#)

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](#).

¹ [The types of complaint Ofcom deals with - Ofcom](#)