

Reference: 02036185

Information Requests
information.requests@ofcom.org.uk

25 July 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Virgin Media complaints.

We received this request on 14 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

- 1. How many Complaints has OFCOM received against Virgin Media in the period 1 July 2024 to 30 June 2025 inclusive?*
- 2. Of those Complaints, how many were Upheld?*
- 3. For the Upheld Complaints, what number of cases within each range of Sanctions, did OFCOM apply against Virgin Media?*

Our response

While we hold some information regarding Virgin Media complaints, we consider that relevant information is exempt from disclosure under Section 44 of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business (such as individual telecoms companies) that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and is not subject to the public interest test.

Please note, that Ofcom does not investigate individual complaints; this is the role of the Ofcom approved Alternative Dispute Resolution schemes - <https://www.ofcom.org.uk/phones-and-broadband/service-quality/adr-schemes>.

It may be of interest that Ofcom has two ongoing investigations against VMED O2 UK trading as Virgin Media:

<https://www.ofcom.org.uk/phones-and-broadband/vulnerable-customers/investigation-into-virgin-medias-compliance>

https://www.ofcom.org.uk/phones-and-broadband/switching-provider/cw_01275

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](#).