

Reference: 02014526

Information Requests
information.requests@ofcom.org.uk

7 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's market surveillance policies, following on from our response to case 01996069.

We received this request on 16 June 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

Please could you clarify from your response "and review it in line with our Market Surveillance policies to ensure it is compliant." What are Ofcom's Market Surveillance policies. Please can copies be supplied that will show how compliancy or non compliancy is determined.

Our response

Our policies on market surveillance investigations are based on risk assessments in line with all Ofcom enforcement activity, and in adherence to the [Regulators Code](#). Product compliance requirements are set out in [The Radio Equipment Regulations 2017](#) and [The Electromagnetic Compatibility Regulations 2016](#) and are the basis for which compliancy or non-compliancy is determined. Product compliance is the responsibility of the manufacturer, though other economic operators within the supply chain also have responsibilities.

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](#).