

Reference: 02092473

Information Requests
information.requests@ofcom.org.uk

13 November 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning Discord complaints data.

We received this request on 17 October 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

1. General Discord Complaints Data:

The total number of online safety-related complaints received by Ofcom that specifically mention the platform Discord, for the period [Insert Start Date, e.g., November 2023] to the present date.

We can neither confirm nor deny whether we hold information that falls within scope of your request. We consider that the information, if held, would be exempt from disclosure under section 44(1) 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 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 are likely to apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

2. Complaint Categorisation:

A breakdown of these Discord-related complaints by the nature of the alleged harm, including but not limited to:

Online harassment/bullying

Threats of violence or serious harm

Doxing (sharing private or identifying information)

Grooming/Child Sexual Abuse and Exploitation (CSAE) concerns

Content harmful to minors (e.g., self-harm, suicide, eating disorders)

In case it is helpful, Discord have published this [transparency reports](#), which contain data on the number of reports received, as well as a breakdown of statistics around content removal, account bans etc., segregated by harm type.

Any other information held would be exempt from disclosure as per our response to question 1.

3. Reporting Process and Outcome Data:

Any data or findings Ofcom holds from user surveys, monitoring, or other data collection that relates to the user experience of reporting harmful content on Discord, specifically:

Metrics on the reported difficulty or ease of the in-platform reporting process.

Data on the success rate of user reports to Discord (i.e., the proportion of reports that resulted in content removal or a moderation action) for the categories listed in point 2.

Any data or evidence Ofcom has received from Discord or other sources concerning the inability of users to have content removed for reasons such as harassment, threats, doxing, or grooming, after reporting it through the platform's mechanisms.

We can confirm that we do not hold any hold information that falls within scope of your request.

4. Data Specific to Online Safety of Minors:

Any aggregated data or statistics Ofcom holds regarding complaints, reports, or research findings that specifically detail online safety concerns or harms experienced by minors on Discord.

We can neither confirm nor deny whether we hold information that falls within scope of your request. Please see our response under question 1.

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](#).