

Reference: 02083815

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

28 October 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom and whistleblowers updates.

We received this request on 30 September 2025 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*Please provide the following recorded information for the period 1 April 2023 to today (aggregated figures are fine):*

1. *What internal target or expectation (if any) do you set for:*

- \* acknowledging a disclosure;*
- \* allocating a case officer;*
- \* giving the first substantive update to the whistle blower; and*
- \* telling the whistle blower the outcome/next step?*

We have interpreted your request as relating to external whistleblowing disclosures.

We receive relatively few whistleblower disclosures and so we are able to manage each case on its individual merits. As such we do not hold any internal target or expectation in terms of acknowledging a disclosure, allocating a case officer, giving the first substantive update to the whistleblower, and telling the whistleblower the outcome/next step.

2. *For disclosures where contact details were provided, what are the average and median times (in days) for the first substantive update, by quarter if you have it?*

We don't hold specific information in our systems about when the first substantive update was provided, but we do hold information about when whistleblowing disclosures were opened and closed on our systems. From this we can provide the average length of time it took to close a whistleblowing disclosure, and from this we can provide the average figure by year. Similarly, we don't hold information on our systems about the median figure. Finally, the information below is shown by financial year as the number of cases involved in a specific quarter can be low and so it may be possible to identify individual whistleblowing disclosures. As such we have not provided the average figures by quarter, but rather, by financial year.

- In 2023/24 the average number of days between opening and closing a whistleblowing disclosure, by financial year, where contact details were provided, was 33 days.
- In 2024/25 the average number of days between opening and closing a whistleblowing disclosure, by financial year, where contact details were provided, was 30 days.

- In 2025/26 (to date) the average number of days between opening and closing a whistleblowing disclosure, by financial year, where contact details were provided, was 21 days.

*3. Are there any occasions when Ofcom would "not" contact a whistle blower to provide an update even though contact details were provided? If so, please state the reasons, any policy or legal basis, and (if recorded) how often this occurred in the period.*

Due to the relatively low numbers of whistleblower disclosures we receive, we are able to handle each disclosure on its individual merits and as such we do not have a policy as to when we would not contact a whistleblower - we decide on a case-by-case basis.

Examples of occasions when we may not contact a whistleblower to provide an update may be that due to the sensitive nature of the whistleblowing disclosure and the nature of the contact details provided which may mean we could inadvertently reveal the whistleblower's identity. We also take into account our wider administrative priorities.

We also generally do not provide progress updates on any further action as we may or may not take against an organisation.

*4. In the same period, how many disclosures (where contact details were provided) received no update beyond the automated acknowledgement? If you record reasons, please include a simple breakdown.*

We hold information about the number of whistleblowing disclosures where we had some contact details, and where no response was sent by financial year, but we do not hold a record as to why an update wasn't provided. The information is as follows:

- In 2023/24, 13 whistleblowing disclosures received no response, where contact details were available.
- In 2024/25, 15 whistleblowing disclosures received no response, where contact details were available.
- In 2025/26 (to date), 4 whistleblowing disclosures received no response, where contact details were available.

*5. In the same period, how many disclosures were referred to another regulator/prescribed person, and how quickly (average/median days) were whistleblowers told about that referral?*

The whistleblower will be informed that we have referred a disclosure to another prescribed person at the same time we refer the matter to the prescribed person. On many occasions when we advise the whistleblower who the appropriate other prescribed person is, they will contact this organisation themselves directly.

We publish how many cases were referred to another prescribed person in our annual whistleblowing reports.<sup>1</sup> We referred three whistleblowing disclosures in both 2023/24 and 2024/25<sup>2</sup>, and we have referred some disclosures to other prescribed persons during this financial year to date. Due to the low numbers of whistleblower disclosures passed onto other prescribed persons we have only provided a single figure for the average/median, as we do not want to reveal information about individual whistleblower disclosures.

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<sup>1</sup> [Whistleblowing: Making a protected disclosure to Ofcom](#)

<sup>2</sup> [Annual whistleblowing report 2024-25](#)

Since 1 April 2023, the average time from receipt to refer a whistleblower disclosure to another prescribed person is 12 days and the median is 4 days.

*6. Please share any internal guidance or template wording that explains when Ofcom would depart from the "we will normally tell you" expectation (e.g., sensitivity or legal constraints).*

We don't hold any internal guidance or template which explains when Ofcom won't respond to a complainant as each disclosure is considered individually. Generally, we do not provide progress updates on any further action we may or may not take against an organisation.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).