

Reference: 2053420

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

26 August 2025

### Freedom of Information request: Right to know request

Thank you for your request for information about the Online Safety Act ("the OSA") and complaint monitoring. We received this request on 28 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request and our response

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- 1. There is no online access point on the Ofcom website to specifically complain about the Online Safety Act since its introduction on 25 July how many complaints have been received via the Ofcom website? How many have been received by phone call?*

We have two online safety complaint forms accessible from our website. This information can be found in the dedicated 'Complaints' section at the top of most pages on the site (which also includes information about how to complain if you think Ofcom has failed to follow procedure correctly or has not handled our contact with you appropriately). One form is for complaints about harmful content; the other is for complaints about the safety measures of an online service, including reporting and complaints. We do not have a form specifically for complaints about the Online Safety Act ("OSA") itself, because that would be a matter for Parliament, to whom we are accountable but independent.

Ofcom has no power to adjudicate individual complaints relating to online safety issues, which differs from our role in other areas like TV, radio or video on-demand services. However, the information we receive from complaints, including any that may relate to the OSA itself, helps us monitor whether online services comply with their online safety obligations and determine whether regulatory action is appropriate.

Between 25 July 2025 and 6 August 2025 (the date we searched for the information you requested), we received 541 complaints relating to online safety: 43 by email, 1 by letter, 24 by phone, and 473 through our web forms. Of these 541 complaints, 47 relate directly to the OSA itself.

Separately, between 25 July 2025 and 6 August 2025, our Consumer Contact Team ("CCT") received 34 complaints (by phone, email or letter) about Ofcom directly concerning the OSA.

2. *How are you identifying complaints made specifically about the implementation and operation of the Online Safety Act? If not, how do you manage and track progress of such complaints over time?*

Any complaints we receive are entered into our contact management system, which we can then use to identify complaint types and monitor trends. However, as detailed above we do not adjudicate on individual complaints so we do not “manage and track progress” in the same way we might if our role was to review and determine individual cases.

3. *What are the main classifications of complaints you are collecting related to the Online Safety Act implementation?*

The main categories of complaints we currently collect are as follows:

OS Complaints – Harmful Content: Covers reports of illegal or harmful content such as abuse, threats, or misinformation.

OS Complaints – Safety and Complaints Function: Relates to concerns about the safety measures of an online service, including reporting and complaints.

*How many complaints are there about censorship or erosion of free speech (perhaps through over-zealous implementation of the Act).*

Between 25 July 2025 and 6 August 2025 (the date on which we conducted a search for the information you requested), we searched our complaints data for any records that included the terms “speech,” “freedom,” “expression,” “freedom of expression,” or “freedom of speech” in the description provided by the complainant and identified 16 complaints.

4. *How many responses have you provided to members of the public making complaints to Ofcom about the Online Safety Act? [I was informed I would need to make a Subject Access Request to see a copy of my own verbal complaint]*

All complaints submitted using one of the online forms receive an automatic response advising that Ofcom cannot respond to individual complaints and providing additional guidance depending on the type of complaint recorded.

Our CCT responds to any complaints it receives, in the form of guidance relevant to the type of complaint, noting that we do not resolve or mediate in individual consumer complaints. Since 25 July 2025, our CCT has responded in this way to 111 phone calls, 173 emails, and one letter across all areas, including online safety.

5. *How are complaints about the Online Safety Act to Ofcom being internally reported? What internal metrics are being supplied to Ofcom management about the implementation of the Online Safety Act?*

Complaints form part of the overall data we gather to inform our analysis of how regulated services are implementing the OSA. Where we see evidence of widespread failings or significant issues requiring regulatory action, this is raised with senior management via our internal processes.

6. *When will routine data about complaints to Ofcom about the Online Safety Act be made public?*

We do not plan to publish routine data about complaints to Ofcom about the OSA.

We hope this information is helpful. If you have any further queries, 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](#).