

Reference: 02065847

Information Requests
information.requests@ofcom.org.uk

17 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning Roblox complaints and investigations.

We received this request on 19 August 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

How many complaints relating to Roblox has Ofcom received since 1st January 2024?

By way of context, our job for online safety is to make sure platforms are taking effective action to address content that is illegal or harmful to children through implementing appropriate systems and processes. Complaints, or requests for content to be removed, should be made to the site or app concerned.

Individuals can also share their concerns with Ofcom via our online [complaints portal](#). While we don’t have a role in resolving individual complaints about specific content, we monitor this information to help us understand and identify broader online safety trends and concerns, and to determine whether further action may be necessary.

Turning to your request, the figure Ofcom has on record from 1 January 2024 to present (12 September 2025) is 56.

How many open investigations are there that relate to the gaming platform Roblox as of 19th August 2025, if there are any?

We do not have any open investigations in respect of Roblox.

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](#).