

Reference: 02172462

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

9 April 2026

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

Thank you for your request for information concerning CDRL complaints.

We received this request on 10 March 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

#### Your request

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*1. How many, in total, complaints OFCOM has received about CDRL.*

*This includes all areas of the CDRL services such as Retail, Aviation, etc.*

*The date range in this FOI ranges from the date when CDRL was authorised by Ofcom to date (26/01/26).*

*2. The nature of complaints referred to Ofcom about CDRL within the above date range request requested.*

*3. Information/analysis/trends OFCOM holds regarding complaints against CDRL.*

*4. Action taken by OFCOM due to complaints raised about CDRL.*

*5. Communications between Ofcom and CDRL within the date range mentioned in point 1., above.*

*6. All information held about CDRL within the above date range at point 1 of this email.*

#### Our response

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You have requested information covering the period since CDRL was approved and this covers several years. We would need to review emails of staff members that might have had communications with CDRL over the years to confirm if any information is held in scope of the request. We therefore consider that it would take a substantial amount of time to identify, locate and retrieve information falling within the scope of your request.

We estimate that the cost of complying with the request would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004, which is equivalent to 18 hours. Under section 12 of the FOI Act, a public authority is not obliged to comply with a request if it estimates that the cost of doing so would exceed the appropriate limit (equivalent to 18 hours of staff time). As the work required to respond to the request would exceed this limit, Ofcom is not required to comply with the request as a whole.

You may wish to narrow the scope of your request, for example by requesting information from the last 12 months, and we could consider this under the FOI Act.

Should you do this, please note that other exemptions under the FOI Act might still apply, such that information is withheld from disclosure. In particular, if parts of your request seek information relating to a company including information about their business and communications, this information may be exempt from disclosure under the FOI Act, for example, under [sections 43](#) of the FOI Act (which relates to commercial interests), [section 41](#) of the FOI Act (which relates to information provided in confidence) and [section 36](#) of the FOI Act (which relates to disclosure of information that would or would likely prejudice the effective conduct of public affairs).

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](#).