

Reference: 02128359

Information Requests
information.requests@ofcom.org.uk

6 February 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning AI chatbots.

We received this request on 9 January 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Pursuant to the Freedom of Information Act, I request the following records, to be delivered in PDF format via email:”

- 1. The volume of complaints received by Ofcom between January 1 2024 and the date on which this request is fulfilled submitted by parents regarding their children's use of AI chatbots.*
- 2. Anonymised copies of any complaints from parents regarding their children's use of AI chatbots received by Ofcom.*
- 3. A list of categories used by Ofcom to further sub-categorise any complaints it receives concerning the use of AI chatbots.*
- 4. An Any internal reports or presentations compiled by Ofcom during the same period, on the topic of safety issues relating to AI chatbots.*

Our response

In response to the information you have requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450, which is equivalent to 18-hours. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

In order to satisfy your request and provide the required information, we would need to review the internal documents held by a large number of colleagues across multiple workstreams relevant to your request. We would then need to extract the relevant information and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit of complying with a

request. You may wish to consider submitting a narrower request which we would consider under the FOI Act. Should you decide to make a further request for information, please note that other exemptions may apply.

Nevertheless, we would like to point you to some already published information that may be of assistance:

- [Deepfake Defences: Mitigating the Harms of Deceptive Deepfakes](#) - Deepfake Defences – A discussion paper examining the different forms deepfakes can take, the reasons behind their proliferation, the harms they can cause, and a set of possible mitigations.
- [Deepfake Defences 2 – The Attribution Toolkit](#) - Deepfake Defences 2 – A discussion paper looking at the merits of one set of mitigations: attribution measures (e.g. watermarking tools, AI labels, content metadata schemes). Includes the results of an Ofcom test of watermarking tools.
- [The Era of Answer Engines: Generative AI’s impact on search experiences and online safety](#) - The Era of Answer Engines – A discussion paper examining how GenAI tools could change the nature of the search engine landscape. Looks at the benefits and risks of these tools for information access, and possible mitigations.
- [Red Teaming for GenAI Harms](#) - Red Teaming for GenAI Harms – A discussion paper setting out how model developers and others can use ‘red teaming’ as a method for evaluating the safety of their technology. Includes a costed case study.
- [Register of Risks](#) - Illegal Harms Register of Risks – Includes evidence of GenAI tools exposing users to illegal content on regulated services.
- [Children's Register of Risks](#) - Children’s Register of Risks – Includes evidence of GenAI tools exposing child users to content harmful to them, e.g. self-harm content.

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](#).