

Reference: 02140713

Information Requests
information.requests@ofcom.org.uk

17 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Online Safety Concerns.

We received this request on 2 February 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

I would like to see the number and nature of online safety concerns particularly those affecting children and young people (under 21s). It would be great to get a breakdown of the number and nature of complaints over the following years:

-2025

-2024

-2023

-2022

-2021

On 10 February 2026 you clarified your request on two points:

- “online safety concerns” refers to complaints Ofcom have received regarding online safety and;
- by requesting the “nature” of these requests, you are asking for the log categories of the complaints.

Our response

Please note the Online Safety Act became law on 26 October 2023, when it received Royal Assent. Prior to this, Ofcom’s regulatory powers in relation to online platforms was limited to the video sharing platforms (VSPs) regime. Additionally, please be aware that whilst users can submit complaints to us about online services, we cannot respond to or investigate individual complaints. Rather, we use the insights to help us assess, more generally, how services keep users safe.

In line with your request, we conducted a search of complaints logged with Ofcom using the following description filters:

child, children, young people, under 21, young person, underage, kids, minor.

We have set out the number of complaints per year below, as of 11 February 2026:

2021: 0

2022: 0

2023: 116

2024: 244

2025: 929

2026: 176

The log category of each complaint is self-categorised by the complainant. They can be placed in either “Harmful Content”, “Safety and Complaints” or “Video Sharing Platform”. In this case, all complaints within scope of your request fall within “Harmful Content” or “Safety and Complaints”.

“Harmful Content” covers all complaints submitted through this online form: [Complain about harmful content on a website or app.](#)

“Safety and Complaints” covers all complaints submitted through this online form: [Safety measures of an online service, including reporting and complaints.](#)

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.](#)