

Reference: 02172987

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

25 March 2026

## Freedom of Information request: Right to know request

Thank you for your follow up request for information about Virgin Media complaints in response to a previous request, [Virgin Media Notifications](#).

We received this request on 11 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. Can I ask how many complaints were made the previous year about against VM-02 without any reference to the reasons please.*
- 2. Or if it needs to include all telecoms companies for balance.*

### Our response

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In response to question 1, we do hold the information you have requested, but we are unable to disclose this information as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 (“the Communications Act”). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

In response to question 2, to better understand the reasons for dissatisfaction among residential customers in telecoms sectors, we do publish our quarterly complaints reports on this webpage: [Complaints about broadband, landline, mobile and pay-TV services - Ofcom](#). This report compiles complaint data and determines the number of complaints received by provider and by service. To compare the performance of providers, we publish the number of complaints that we receive about them relative to the size of their customer bases (i.e. per 100,000 customers) as well as the main complaint drivers (contracts, billing, faults etc) for the most complained about providers and for service areas overall. This same webpage contains links to quarterly reports from the previous years including 2024, 2023 and 2022, and also contains a CSV (excel) file with the underlying data for each report which you can download.

It may also be of interest that Ofcom has an ongoing investigation into Virgin Media’s compliance with Ofcom rules relating to contract termination and complaints handling against VMED O2 UK trading as Virgin Media. Information on this investigation can be found [here](#).

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](#).