

Reference: 1954232

Information Requests
information.requests@ofcom.org.uk

6 March 2025

Freedom of Information request: Right to know request

Thank you for your request for information about broadband provider complaints.

We received this request on 6 February 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

In accordance with the Freedom of Information Act, could you provide me with the following information:

- 1. How many broadband provider complaints have Ofcom received, per calendar year between 1 January 2020 and 1 January 2025? If possible, could these be broken down by the provider, please?*
- 2. How many broadband provider complaint cases have Ofcom resolved, per calendar year between 1 January 2020 and 1 January 2025? If possible, could these be broken down by the provider, please?*

Our response

- 1. How many broadband provider complaints have Ofcom received, per calendar year between 1 January 2020 and 1 January 2025? If possible, could these be broken down by the provider, please?*

We received the following number of customer complaints about broadband services;

Year	Number of broadband complaints
2020	8068
2021	7806
2022	7258
2023	9204
2024	8345

These complaint figures are complaints about broadband services only and do not contain complaints about landline or package services.

Please note that in any single call to Ofcom, or other contact with us, a consumer may complain about one or more separate matters. If they complain about two separate matters (e.g. billing and complaint handling) relating to one service (e.g. fixed broadband), we record that as two complaints. Where they complain about more than two matters, we generally record only the two most serious ones per service unless it is not possible to determine this through discussion with the consumer (e.g. the contact is made by letter) or the consumer specifically requests that all their complaints are logged. Complainants raising more than two matters relating to the same service account for around 1% or less of total complaints for each service.

We are not able to provide a breakdown of the total number of complaints by provider for the years requested.

We consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393(1) of the Communications Act 2003 ('the Communications Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

We do publish some complaints data to help consumers to better understand the reasons for dissatisfaction among residential customers. The following may be of interest. We publish 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). 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.

2. How many broadband provider complaint cases have Ofcom resolved, per calendar year between 1 January 2020 and 1 January 2025? If possible, could these be broken down by the provider, please?

Ofcom does not have powers to handle or investigate individual consumers' complaints instead these can be dealt with by Alternative Dispute Resolution schemes. We do closely monitor the complaints we receive from consumers and where we see concerning themes emerging, we may take action. Any investigations we open are published in our enforcement bulletin available here where you can search by topics such as "phone and broadband": [Enforcement - Ofcom](#)

We hope this information is helpful. 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](#).