



Online Safety Act 2023

2023 CHAPTER 50

PART 7

OFCOM'S POWERS AND DUTIES IN RELATION TO REGULATED SERVICES

CHAPTER 7

COMMITTEES, RESEARCH AND REPORTS

160 OFCOM's report about reporting and complaints procedures

- (1) OFCOM must produce a report assessing the measures taken or in use by providers of Part 3 services to enable users and others to—
 - (a) report particular kinds of content present on such services, and
 - (b) make complaints to providers of such services.
- (2) OFCOM's report must take into account the experiences of users and others in reporting content and making complaints to providers of Part 3 services, including—
 - (a) how clear the procedures are for reporting content and making complaints,
 - (b) how easy it is to do those things, and
 - (c) whether providers are taking appropriate and timely action in response to reports and complaints that are made.
- (3) The report must include advice from OFCOM about whether they consider that the Secretary of State should make regulations under section 217 (duty about alternative dispute resolution procedure).
- (4) In the report, OFCOM may make recommendations that they consider would improve the experiences of users and others in reporting content or making complaints to providers of Part 3 services, or would deliver better outcomes in relation to reports or complaints that are made.
- (5) In preparing the report under this section, OFCOM must consult—

Status: This is the original version (as it was originally enacted).

- (a) the Secretary of State,
 - (b) persons who appear to OFCOM to represent the interests of United Kingdom users of Part 3 services,
 - (c) persons who appear to OFCOM to represent the interests of children (generally or with particular reference to online safety matters),
 - (d) the Information Commissioner, and
 - (e) such other persons as OFCOM consider appropriate.
- (6) The report may draw on OFCOM's research under section 14 of the Communications Act (see subsection (6B) of that section).
- (7) The report is not required to address any matters which are the subject of a report by OFCOM under section 158 (report about the availability and treatment of news publisher content and journalistic content).
- (8) OFCOM must publish the report within the period of two years beginning with the day on which this section comes into force.
- (9) OFCOM must send a copy of the report to the Secretary of State, and the Secretary of State must lay it before Parliament.
- (10) The Secretary of State must publish a statement responding to the report within the period of three months beginning with the day on which the report is published, and the statement must include a response to OFCOM's advice about whether to make regulations under section 217.
- (11) The statement must be published in such manner as the Secretary of State considers appropriate for bringing it to the attention of persons who may be affected by it.
- (12) For further provision about the report under this section, see section 164.
- (13) References in this section to "users and others" are to United Kingdom users and individuals in the United Kingdom.