



BBC Complaints

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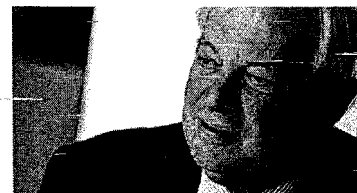
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Your complaint is important to us

The BBC Trust ensures BBC programmes are high quality. If you have a complaint please use this process.

For more about issues in our news coverage please visit our [Editors' blog](#) or [Newswatch](#).



Make a complaint

Phone: 03700 100 222*

Textphone: 03700 100 212*

Email: [Send your complaint](#)

Cymru: Cwyno

Write: BBC Complaints

PO Box 1922

Darlington

DL3 0UR

*UK-wide rate charged at no more than 01/02 geographic numbers; calls may be recorded for training.

Common issues

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Latest findings by the BBC Trust

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How we handle your complaint

The complaints process for editorial and general complaints

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How does the process work?

The process has three stages, designed to be straightforward to use and to enable us to address your concerns properly. You should normally make your complaint within 30 working days of the transmission or event and our aim is to respond within 10 working days. For full details please read the [Guide to the BBC Editorial and General Complaints process](#).

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What is a complaint?

If you say you are making a complaint we count it as such. We receive feedback on many issues, both negative and positive, but generally consider something a complaint if it is a criticism which expects a reply and would like things to be changed.

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Who will reply and when?

A reply will come from either the department responsible or BBC Audience Services. We aim to respond within 10 working days, depending on how long it takes to investigate your complaint.

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What if I have not had a reply?

Please contact BBC Audience Services on 03700 100 222 (UK-wide rate charged at no more than 01/02 geographic numbers; calls may be recorded for training) and they will investigate for you.

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If I don't like the reply what happens next?

Please contact the department which replied, explain why and request a further response to your complaint. If you made your original complaint through this website, you will need to use our webform again to explain why and to request a further response. You should normally do this within 20 working days. If you consider the second response still does not address your complaint, we will advise you how to take the matter to the next stage.

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What happens when I choose not to receive a reply?

Your complaint is still noted because we compile a daily report on all complaints and feedback for staff across the BBC.

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Can I complain to an outside body?

Yes, to the broadcasting regulator Ofcom about editorial standards in radio and television broadcasts (but not online items or the World Service). Ofcom takes complaints about BBC issues *except* impartiality, inaccuracy and some commercial issues which remain the responsibility of the BBC Trust. Ofcom regulates telecommunications companies and broadcasters in the UK —visit the [Ofcom website](#) to read about its remit and how to complain.

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What does the BBC publish about the complaints it receives?

On this website we publish public responses to issues of wide audience concern if they cause a significant number of complaints or involve a significant issue. These are normally available on the website for up to six months. If appropriate they include any clarification, correction, apology or action taken as a result. BBC editors also explain issues in news coverage on our [Editors' blog](#) and in [Newswatch](#).

We also publish:

- a monthly summary of the main themes in *all* complaints in [Regular reports](#)
- a quarterly summary on complaints referred to the Editorial Complaints Unit. Summaries of upheld complaints are published on the website as they are issued and then archived in the relevant quarterly report in [Regular reports](#)
- monthly reports of the findings of any subsequent appeals to the BBC Trust on the [BBC Trust website](#)

The BBC's Complaints Management Board of senior executives meets monthly to ensure that lessons are learned from complaints and fed into editorial and managerial processes. [The BBC Trust](#) monitors the effectiveness of complaints-handling across the BBC, and reports on this in the [BBC Annual Report](#).

Related BBC links

- [BBC Editorial Guidelines](#)
- [Fair Trading complaints](#)
- [Complaints and appeals to the BBC Trust](#)

Related internet links

- [Licence Fee complaints](#)
- [Ofcom](#)
- [Digital Help Scheme complaints](#)

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Guide to the BBC Editorial and General Complaints process

There are three stages to the BBC Complaints process. Within 30 working days of the transmission or event you can either:

- make a complaint via this website
- ring BBC Audience Services on 03700 100 222
(UK-wide rate charged at no more than 01/02 geographic numbers; calls may be recorded for training)
- or write to BBC Complaints, PO Box 1922, Darlington DL3 0UR

You can also complain to the broadcasting regulator Ofcom about editorial standards in radio and television broadcasts (but not online items or the World Service). Ofcom takes complaints about BBC issues *except* impartiality, inaccuracy and some commercial issues which remain the responsibility of the BBC Trust. Visit the [Ofcom](#) website to read about its remit and how to complain.

We monitor and report in public on the complaints we receive and learn from them to improve our programmes and services.

Stage 1: What happens first when I make a complaint?

- We aim to reply to you within 10 working days depending on the nature of your complaint. We also publish public responses to significant issues of wide audience concern on this website.
- If we have made a mistake we will apologise and take action to stop it happening again.
- If you are dissatisfied with our first response, please contact the department which replied explaining why and requesting a further response to the complaint. If you made your original complaint through this website, you will need to use our webform again. You should normally do this within 20 working days.

Stage 2: If I'm not satisfied with this second reply, what can I do next?

- If you consider that the second response you received still does not address your complaint, we will advise you how to take the matter further to this next stage. You should normally do this within 20 working days
- If it is about a specific item which you believe has breached BBC editorial standards and it was broadcast or published by the BBC, it will normally be referred to the *Editorial Complaints Unit*. The Unit will independently investigate your complaint (normally in writing), decide if it is justified and, if so, ensure that the BBC takes appropriate action in response.
- Other complaints at this stage will normally be referred to management in the division responsible. For full details of the BBC's complaints processes please visit the [BBC Trust](#) website.

Stage 3: If I still think the BBC has got it wrong what can I do?

- The BBC Trust ensures complaints are properly handled by the BBC and that the complaints process reflects best practice and opportunities for learning.
- Within 20 working days of your response at Stage 2, you may ask the BBC Trust to consider an appeal against the finding. If the BBC Trust upholds an appeal it expects management to take account of its findings.
- You can write to the BBC Trust at 180 Great Portland Street, London W1W 5QZ. Full details of the complaints and appeals processes are on the [BBC Trust](#) website.

We aim to treat every complainant with respect and in return expect equal consideration to be shown to our staff who handle complaints.

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Responses to complaints

These are public responses by the BBC to recent issues of wide audience concern which caused significant numbers of complaints or raised significant issues.

You can also see the responses by subject using the related links on this page.

Recent responses	Publication date
Newsnight, BBC Two, 12 August 2011	15 Aug 2011
BBC News, England riots coverage	10 Aug 2011
Torchwood: Miracle Day, inappropriate sexual content, BBC One	08 Aug 2011
Formula 1, unhappy with the announcement of a new rights agreement with the BBC and Sky	29 Jul 2011
Golf: The Open, too much studio discussion, BBC One, 16 July 2011	22 Jul 2011
Torchwood: Miracle Day, scenes being edited for the UK, BBC One	21 Jul 2011
Torchwood, Scheduling, BBC One	08 Jul 2011
Scheduling: Disruption to the schedule on BBC One and BBC Two due to coverage of Wimbledon, 20 June 2011 to 2 July 2011	04 Jul 2011
Wimbledon 2011: Unhappy with the standard of commentary, 20 June 2011 to 2 July 2011	04 Jul 2011
Scheduling: BBC News programmes, Disruption to the schedule on BBC One and BBC Two, 29 June 2011	04 Jul 2011

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Responses by subject

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- [Online](#)
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- [Scheduling](#)
- [Taste/Standards](#)
- [TV](#)

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Editorial Complaints Unit rulings

These are summaries of complaints recently referred to the Editorial Complaints Unit and upheld or resolved. They are published here when they are issued and then archived in its quarterly reports. For previous findings please visit [Regular reports](#).

Recent responses	Publication date
ECU Ruling: The Alan Davies Show, Radio 5 Live, 18 December 2010	30 Jun 2011
ECU Ruling: Rethink for calorie eating levels & Daily calorie intake "too low", bbc.co.uk	03 Jun 2011
ECU Ruling: Top Gear, BBC2, 30 January 2011	02 Jun 2011
ECU Ruling: Dom's on the Case, BBC1, 9-13 March 2009	02 Jun 2011
ECU Ruling: News bulletins, Radio 4, 17 December 2010	01 Jun 2011
ECU Ruling: Donal MacIntyre, Radio 5 Live, 24 April 2010	31 May 2011
ECU Ruling: Today, Radio 4, 4 March 2011	31 May 2011
ECU Ruling: East Midlands Today, BBC1 (East Midlands), 12 January 2011	30 May 2011
ECU Ruling: Taking the Keys Away, BBC1, 2 November 2010	27 May 2011
ECU Ruling: Nihal, Asian Network, 1 February 2011	26 May 2011

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Here you can read the BBC's reports about:

- the main themes in all complaints received monthly
- those complaints referred to the Editorial Complaints Unit
- any subsequent appeals to the BBC Trust

To open a PDF file you need Adobe Reader software, which you can download free via [BBC WebWise](#). We have tried to make our PDFs accessible to all users and therefore there is no longer an additional text-only version.

Latest reports**[Summary of all complaints July 2011 PDF \(14KB\)](#)**

(monthly summary of all complaints received)

[Previous summaries](#)**[Editorial Complaints Unit rulings October 2010-March 2011 PDF](#)**

(six monthly report about complaints referred to the Editorial Complaints Unit)

[Previous bulletins](#)**[Findings of Appeals to the BBC Trust](#)**

(appeals to the BBC Trust's Editorial Standards Committee, published on the BBC Trust website)

[Latest monthly reports of appeals to the BBC Trust's Editorial Standards Committee and archived reports by its predecessors, the BBC Governors](#)Visit the [BBC Trust website](#) for full details about its complaints appeals process.

Ofcom is the regulator for media and telecommunications industries in the UK. You can also read its latest complaints bulletins, which cover all broadcasters, on the [Ofcom website](#).

Related BBC links

- [BBC Editorial Guidelines](#)

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