


BBC | Trust

Getting the best out of the BBC for licence fee payers

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Yn Gymraeg

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How to make an appeal to the Trust

If you have complained to the BBC, or to TV Licensing, or to the Digital Switchover Help Scheme, and you are unhappy with your final response, you can appeal to the Trust.

Summary

You can only appeal to the Trust if you have been through the full complaints process of the BBC, or TV Licensing, or the Digital Switchover Help Scheme.

Complaints and appeals

If you have been through the full complaints process and are still not happy about the outcome you can contact the Trust to ask for an appeal.

Download the full guides on how to make an appeal to the Trust

Please note that the process varies slightly depending on what your original complaint was about.

[How to appeal to the Trust over an editorial complaint](#)

[How to appeal to the Trust over a fair trading complaint](#)

[How to appeal to the Trust over a general complaint](#)

[How to appeal to the Trust over a TV Licensing complaint](#)

[How to appeal to the Trust over a Digital Switchover Help Scheme complaint](#)

Time limits for appeal requests

If your complaint is about the BBC or TV Licensing you have 20 days to ask for an appeal from the date of your final letter from the BBC Executive about your complaint. The Trust may allow longer if you have a good reason for the delay.

If your complaint is about the Digital Switchover Help Scheme, the time limit for asking for an appeal is 28 days from the date of the final letter from the Scheme management about your complaint.

Where to write

You should write to the Trust Unit to ask for an appeal. If you can't put your request in writing or have access problems, please see [Problems with writing](#) below

Appeals about editorial complaints go to

Complaints Manager
BBC Trust Unit
180 Great Portland Street
London
W1W 5QZ

Appeals about fair trading complaints go to

Head of Finance Economics and Strategy
BBC Trust Unit
180 Great Portland Street
London
W1W 5QZ

Appeals about general complaints go to

Correspondence Manager
BBC Trust Unit
180 Great Portland Street
London
W1W 5QZ

Appeals about TV Licensing complaints go to

Chief financial and compliance adviser
BBC Trust Unit
180 Great Portland Street
London
W1W 5QZ

Appeals about Digital Switchover Help Scheme complaints go to

The Appeals Adjudicator
BBC Trust Unit
180 Great Portland Street



London
W1W 5QZ

Problems with writing?

If you can't send your request for an appeal in writing or if you have an access problem, please contact the Trust Unit Enquiries Line on 03700 103 100. Textphone 03700 100 212.

What your letter should contain

For editorial, fair trading and general appeal we ask that your letter follows this format: Give brief details of your complaint and why you are not satisfied with the final response to it, and include any reference number and date from the final response to your complaint. Please keep your letter under 1000 words (about four sides). If it has to be longer, please also send a one-page summary.

Does the Trust always accept requests for appeals?

No. It depends on the nature of the complaint and whether or not it fits our published criteria for appeals. Either way, we will let you know our decision and tell you the reasons for it.

What happens when a request for an appeal is accepted?

If your request for an appeal is accepted the appeal will be considered by the relevant Trust committee (editorial appeals, for example, are heard by the Editorial Standards Committee). In some cases you may be invited to take part. You will be sent the decision and it will be published on this website.

Please note that the appeals process varies according to the subject of the complaint, so before you ask for an appeal we advise you to read the relevant full guide - there are links at the top of this page.

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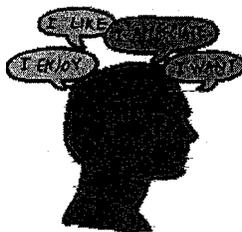
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Appeals
If you feel the BBC isn't living up to the highest standards you have the right to complain to the BBC Executive



We ensure that BBC management has in place an effective, fair and clear framework to respond to complaints

If you are unhappy with the way the BBC Executive has handled your complaint you can appeal to us

Editorial

Most complaints are about editorial matters - for example, the content of BBC programmes

Fair trading

There are processes to complain about the BBC's trading activities

TV licensing

If you want to complain about the work of TV Licensing you should go first to TV Licensing itself

Digital switchover

If you want to complain about the Digital Switchover Help Scheme you should go first to the Help Scheme itself

General

General complaints are about issues other than editorial, fair trading, television licensing, or digital switchover

Party election broadcasts

This procedure allows political parties to complain about the allocation of party election broadcasts (which are shown during election periods)

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Editorial complaints and appeals

Editorial complaints are complaints about the content of BBC output. If you want to make an editorial complaint you should complain to the BBC Executive. If you are not happy with your response from the BBC Executive you can appeal to the Trust.

Appeals considered by the Trust

We publish bulletins in the course of each year containing details of our appeals findings on editorial standards complaints.

[Editorial appeals findings](#)

Editorial guidelines

The BBC judges editorial complaints against its published Editorial Guidelines. You can find the Guidelines on the BBC website.

[BBC Editorial Guidelines](#)

How to complain

If you think the BBC has broken its Editorial Guidelines, you have the right to complain to the BBC Executive. You can find details of how to complain on the BBC website.

[BBC complaints](#)

How to appeal

Details of how to appeal to the Trust about an editorial complaint are set out in our editorial complaints procedure.

Download the Trust's editorial complaints procedure

No. 1: Editorial complaints and appeals procedures, PDF (88KB)

No. 1: Editorial complaints and appeals procedures, text only (27KB)

PDFs require Adobe Reader to view.

Related links

[Editorial appeals findings](#)

[BBC Editorial Complaints Unit rulings](#)

[Protocol - Compliance and Oversight](#)

[Trust's review of the BBC Editorial Guidelines 2010](#)

[Trust committees](#)

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