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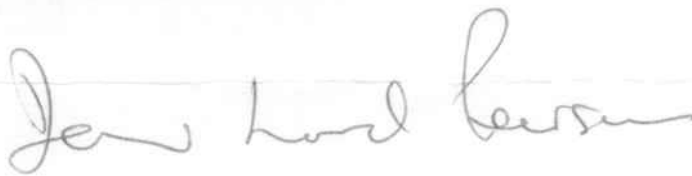
BBC Trust

From The Chairman

Lord Pearson of Rannoch
52 Minories
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7 May 2008

Ref: 15402104



Thank you for your further letter of the 21 April enclosing extracts from the Newswatch analysis of the *Today* programme from September-December 2007.

I trust that you will now have received my response to your letter of 26 March, which crossed in the post with your most recent letter.

Thank you for making me aware of Newswatch's latest analysis. As I said in my letter of last week, the Trust's Head of Editorial Standards would be delighted to meet with Newswatch to discuss their general concerns. I am sure you will appreciate that the Trust is not in a position, however, to comment on their latest analysis. If you wish to make a formal complaint about the *Today* programme's coverage of Europe, this should first be made to the BBC's management in accordance with the BBC's complaints process – either direct to the *Today* team or BBC Complaints; my office could of course forward your supporting material to the programme team should you decide to follow this route, if this would be helpful.

I would like to apologise for the inappropriate holding letter you were sent as a result of an administrative error; it is certainly not our standard practice to expect complainants to follow up their correspondence with us. Furthermore, I would like to assure you that your complaints have been taken seriously, and that the Trust is committed to ensuring that all areas of the BBC respond effectively and justly to complaints.



Sir Michael Lyons
Chairman