

From The Chairman

Lord Pearson of Rannoch
Rannoch Barracks
Rannoch Station
Perthshire
PH17 2QE

16 September 2008

Our ref: 15671196



Thank you for your further letter of 24 July in response to mine of 7 May regarding Newswatch's monitoring of the Today programmes coverage of Europe, David Keighley's notes on Cardiff University's research for the Trust's review of the impartiality of the BBC's coverage of the four nations, and your concerns about the BBC's complaints system. I do apologise for the delay in responding.

I believe that a meeting with Fran O'Brien, the Trust's Head of Editorial Standards, would be the most helpful way forward. She will be in contact with you to arrange this after Parliament returns to discuss Newswatch's analysis, and to explain the work of the Trust's Editorial Standards Committee in both considering complaints on appeal and ensuring that the BBC handles complaints effectively. I will ask Penny Young, the Trust's Head of Audiences, to join the meeting to discuss David Keighley's concerns regarding the Cardiff University analysis for the Trust's recent impartiality review.

I have forwarded your letter of 21 April regarding Newswatch's most recent report to the BBC's management as you requested.

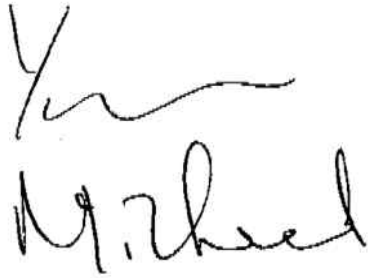
I should like to take this opportunity to assure you that the Trust is committed to ensuring that the BBC does respond effectively and appropriately to complaints. We considered setting and publishing a new complaints framework and procedures as one of our key tasks for the first year of our existence, and in late 2007 we publicly consulted about the way the BBC should handle complaints. This resulted in the publication of a new complaints framework and changes to the complaints process which came into effect on 1 August this year. I am enclosing a copy of the complaints framework for your information. One of our overriding principles is

not enclosed - to follow.



that the BBC Trust must act independently of the BBC management in dealing with complaints, and under the new complaints processes the Trust can now hear appeals on a wider range of complaints than before.

I hope that your forthcoming meeting with the Trust will prove helpful.

A handwritten signature in black ink, appearing to read 'Michael Lyons', written in a cursive style.

Sir Michael Lyons
Chairman

Enclosure: Complaints Framework