

Ms Debbie Kennett  
Via email: debbiekennett@aol.com  
Our Ref: 2939512  
19 November 2014

Dear Ms Kennett

### **The Mark Forrest Show – BBC Radio Leeds – 6 March 2014**

Thank you for writing to the BBC Trust about The Mark Forrest Show. I am very sorry that you were unhappy about elements of this programme and I'm sorry too that you feel the BBC has not given you a proper response to your complaints.

The Trust is the last stage of the complaints process and everyone who works within the Trust Unit is outside the day-to-day operations of the BBC. We review the complaints that come to us to assess whether they should be put before the BBC's Trustees for them to reach a final decision. If you want to find out more about how the complaints system works – and in particular about how the BBC Trust fits in – this is the web link:

[http://www.bbc.co.uk/bbctrust/governance/complaints\\_framework/](http://www.bbc.co.uk/bbctrust/governance/complaints_framework/)

I should explain that the Trust does not take every appeal that comes to it. In deciding which ones should be considered by the Trustees, we look at the merits of the complaint and only those which stand a reasonable chance of success are passed to Trustees. The Trust acts in the interests of all licence fee payers and it would not be proportionate to spend a good deal of time and money on cases that do not stand a realistic prospect of success. The link that I have given above gives more information about this.

I am sorry to send a disappointing response, but I do not believe your appeal should be put in front of Trustees. The BBC's journalists and programme-makers are expected to work to a high standard; those standards are set out in the BBC's Editorial Guidelines<sup>1</sup> which underpin all BBC output. I have looked at your appeal in relation to those Guidelines. This means I have assessed if the points you have raised can be judged against the standards set down in the Guidelines. I have attached a summary of your appeal as well as the reasons behind my decision with this letter. As this Annex may be drawn on when the Committee minutes are written, the writing style is formal. While I regret the impersonal feel of this, I hope you will appreciate it allows the Trust to work efficiently.

<sup>1</sup> <http://www.bbc.co.uk/guidelines/editorialguidelines/guidelines/>

If you disagree with my decision and would like the Trustees to review it, please reply with your reasons by 4 December 2014 to the Complaints Advisor, at the above address or [trust.editorial@bbc.co.uk](mailto:trust.editorial@bbc.co.uk). Please send your reasons by this deadline in one document if possible.

Correspondence that is received after this date may not be considered as part of your request for a review of the decision. If, exceptionally, you need more time please write giving your reasons as soon as possible.

If you do ask the Trustees to review this decision, I will place that letter as well as your original letter of appeal and this letter before Trustees. Your previous correspondence will also be available to them. They will look at that request in either their December or January meeting. Their decision is likely to be finalised at the following meeting and will be given to you shortly afterwards.

If the Trustees agree that your case has no reasonable prospect of success then it will close. If the Trustees disagree with my decision, then your case will be given to an Independent Editorial Adviser to investigate and we will contact you with an updated time line.

Yours sincerely

Leanne Buckle  
Senior Editorial Complaints Adviser