

Kevin Bakhurst  
Director of Content Policy

Fraser Steel  
Head of Editorial Complaints  
BBC

25 October 2018

Dear Fraser

### BBC Complaints Handling

I am writing to you to inform you that, regarding non-editorial (competition and other regulatory) complaints handling matters, Ofcom has today determined:

- under clause 56(7) of the BBC Agreement, the form in and intervals at which the BBC must report to Ofcom in relation to relevant complaints received about non-editorial (competition and other regulatory) matters; and
- under clause 56(8) of the BBC Agreement, the form in and intervals at which the BBC must publish information about the operation and effectiveness of its complaints-handling procedures for non-editorial (competition and other regulatory) complaints.

These determinations were made after consultation with you. A copy of Ofcom's determinations is enclosed, and they will also be published on our website.

As explained in our letter of 26 July 2018, Ofcom has already made determinations under clause 56(6) of the BBC Agreement in relation to the retention of BBC complaints-handling records for both editorial and non-editorial (competition and other regulatory) matters. In addition, under Clauses 56(7) and 56(8), Ofcom issued a determination as to the reporting and publication requirements for complaints which the BBC receives regarding to editorial matters. These determinations were enclosed with our letter of 29 September 2017<sup>1</sup>.

The letter and determinations of 29 September 2017 should be read alongside the letter and determinations of today's date. Together they set out all the determinations which are now currently in place under clauses 56(6) -56(8) of the BBC Agreement.

### Implementation and review

The effective date for our determinations on publication and complaints reporting is 30 October

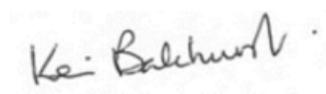
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<sup>1</sup> The September 2017 Determinations can be found here:  
[https://www.ofcom.org.uk/data/assets/pdf\\_file/0025/106855/bbc-complaints-handling-determination.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0025/106855/bbc-complaints-handling-determination.pdf)

2018. The BBC must therefore make its first report to Ofcom by the tenth working day of November 2018.

We will review the complaints reporting framework after the first full year of reporting, to determine whether any changes should be made.

Yours sincerely

A handwritten signature in black ink that reads "Kevin Bakhurst". The signature is written in a cursive style and is positioned above a light grey rectangular box.

Kevin Bakhurst