

Gateway - The BBC Intranet

Gateway

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Complaints

The Charter and Agreement set out a number of principles to which complaints procedures and participants in those procedures must adhere. The Trust has developed a complaints framework to reflect those principles, and recently introduced a set of revised procedures that the Executive must follow in the handling of complaints about:

Editorial and general issues**Fair trading****TV licensing****Digital Switchover Help Scheme ("DSHS")****BBC Trust**

In broad terms, the BBC Executive must ensure that its complaints handling procedures are:

- clear, fair, open and efficient-
- enable the public to hold the BBC to account and
- treat all parties with respect

In addition the BBC has a number of complaints procedures for the handling of specific issues, including:

Independent commissioning**FOI requests**

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