

# **BBC Executive Fair Trading Bulletin**

## **May - June 2011**

The complaints detailed below reflect investigation by the BBC Executive in line with the BBC's process for dealing with Fair Trading Complaints. Further details of this process can be found at:

[http://www.bbc.co.uk/info/policies/fairtrading\\_complaints/](http://www.bbc.co.uk/info/policies/fairtrading_complaints/)

Where complainants are dissatisfied with the BBC Executive's findings they have the right of appeal to the BBC Trust.

### **Summary of complaints**

This is a summary of complaints made against the BBC on Fair Trading grounds between May to June 2011 including complaints that have been made to the Office of Fair Trading (OFT), Ofcom and European Commission (Section A) and those made directly to the BBC (Section B).

Where relevant, updates are provided in relation to complaints reported in previous Fair Trading Bulletins. Where complaints have been rejected by external competition authorities, this will also be reported.

### **Section A - Complaints made to the Office of Fair Trading, Ofcom or the European Commission.**

There are no complaints to report.

### **Section B - Fair Trading Complaints to the BBC**

The BBC dealt with one complaint where the complainant elected to retain confidentiality about the detail of the complaint and its identity. No details are therefore included in this bulletin.

### **Update on previously reported complaints**

There are no updates to report.