



BBC Audio & Music Complaints Procedure for Independent Producers (Radio)

Complaints from the Public

All complaints from the public must be treated with the utmost importance. Please familiarise yourself with the BBC's complaints procedure published at

<http://www.bbc.co.uk/commissioning/tv/business/complaints.shtml>

If you receive a complaint from a member of the public about any aspect of a programme commissioned by the BBC, you should handle it in accordance with this procedure and inform the relevant commissioning editor along with the Head of the Audio & Music Business Unit providing each with a copy of the complaint.

Your Complaints to the BBC

If you want to complain to the BBC about work commissioned under a development or programme production agreement, the contractual dispute resolution terms (likely to be clause 25.9 of the General Terms: http://www.bbc.co.uk/commissioning/assets/radio/general_terms.pdf) will govern the complaints process.

If no contractual procedure applies, then:

If you wish to pursue a complaint about any aspect of the BBC commissioning a radio programme, you should in the first instance contact the relevant commissioning editor who will try to resolve the issue in good faith.

If, however, you are unhappy with the resolution offered by the commissioning editor, you may complain further by writing (setting out in detail all matters complained of) to **Chris Burns**, Group Manager for BBC Audio & Music who will attempt to resolve the issue. Please address all correspondence to **Chris Burns**, Group Manager BBC Audio & Music.

If you are dissatisfied with the resolution offered by the options above, you may complain further, in writing, to **Tim Davie**, Director of Audio & Music, BBC Audio & Music to whom correspondence should be addressed.