



Information Rights

[bbc.co.uk/foi](http://bbc.co.uk/foi) [bbc.co.uk/privacy](http://bbc.co.uk/privacy)

Christopher Green

Via email [request-469664-22447f91@whatdotheyknow.com](mailto:request-469664-22447f91@whatdotheyknow.com)

17 October 2018

Dear Christopher Green

### Freedom of Information request – RFI20180441

Thank you for your request to the BBC of 09 March 2018 seeking the following information under the Freedom of Information Act 2000 ('the Act'):

According to this link <https://www.itv.com/news/2017-02-27/bbc-orders-investigation-into-abusive-fee-collectors/> the BBC ordered an "investigation" in the behaviour of Capita employees acting on behalf of the BBC (TV Licensing is a brand wholly owned by the BBC). Kindly send me the outcome or current status of that investigation including all internal correspondence, telephone calls, reports, findings and action taken if any.

Please accept our apologies for the delay in responding to your FOI request.

The BBC has already published information in relation to this matter which shows letters between Tony Hall, BBC Director-General and Andy Parker, CEO of Capita, and a statement made by the BBC regarding TV licence collection. These are available at the following links:

<https://www.bbc.co.uk/mediacentre/statements/tony-hall-letter-capita>

<https://www.bbc.co.uk/mediacentre/statements/andy-parker-letter-tony-hall>

<https://www.bbc.co.uk/mediacentre/statements/tvl-collection-capita>

Due to the volume of information held by numerous individuals within the BBC we estimate that to carry out the search for all the information requested would take more than two and a half days. Under section 12 of the Act, we are allowed to refuse to handle the request if it would exceed the appropriate limit. The appropriate limit has been set by the Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25).

### Appeal Rights

If you are not satisfied that we have complied with the Act in responding to your request, you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including

your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely,

Information Rights  
BBC Legal