



Information Rights

bbc.co.uk/foibbc.co.uk/privacy

Peter Martin

Via email: request-453295-a2b0f0c3@whatdotheyknow.com

22 January 2018

Dear Mr Martin

Freedom of information request – RFI20171895

Thank you for your request under the Freedom of Information Act 2000 (“the Act”) dated 19th December 2017 requesting the following information:-

Please advise what BBC complaints mechanisms exist to express concerns on postings made by BBC staff or programmes via social media accounts such as twitter or Facebook.

Response:

You can find out more about the BBC’s complaints process by following the links below:

<http://www.bbc.co.uk/complaints/>

<http://www.bbc.co.uk/complaints/handle-complaint/>

<http://www.bbc.co.uk/complaints/reports/>

Information regarding the use of Social Networking and other Third Party Websites (including Blogs, Microblogs and Personal Webspace) is explained within the BBC’s Editorial Guidelines at the link below.

<http://www.bbc.co.uk/editorialguidelines/guidance/social-networking-personal>

Appeal Rights

In regards to your response 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, telephone 0303 123 1113 or see <https://ico.org.uk>