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11 January 2008

Dear Mr

Freedom of information request – RFI20080015

Thank you for your request under the Freedom of Information Act 2000 (“the Act”) dated 30 December 2007, received 3 January 2008.

I will answer your questions in turn below.

How many correspondents does BBC Information have that the BBC considers to be regular correspondents?

BBC Information do not collate this information. Their database keeps a record of every call, letter and email (although some of them are made anonymously) for a limited period of time and it's possible for them to check back to see how many times someone has contacted them in the last few years, but they don't keep a record or list that tells them how many people contact them on a regular basis.

At what stage does the BBC class someone as a regular correspondent eg how many letters/how many letters on a specific topic?

BBC Information do not classify individual people as regular correspondents. As with the previous answer, they can easily check an individual's history with BBC Information if they need to, but this is done by manually checking their database on a case-by-case basis at the stage that they're preparing our reply.

How many individuals have written to BBC Information (that is their letters have been received by BBC Information) on at least three occasions?

BBC Information do not collate this information. As before, they can check the history of an individual if they need to, to aid with the process of replying, but they do not keep a list of how many people have written to them on three or more occasions.



Please could you supply me with a list of topics that the BBC has shut down (ie the BBC will no longer reply to a particular person about the topic) and reveal, for each topic, how many individuals the BBC has shut down that topic with.

No 'topics' are ever shut down by BBC Information's correspondence team. They have, on occasion, written to an individual to explain that they've answered their complaint to the best of their ability and there's nothing further they can add. However, this does not prevent that individual contacting the BBC again at any time with a new complaint. They do not compile a list of individuals who've received such a response and these decisions are taken on a case-by-case basis by the management and the individual is informed that while BBC Information will continue to register their comments on the subject they were contacting them about, they cannot always guarantee they will get a further response.

Appeal Rights

If you are not satisfied with this response 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 01625 545 700 or see <http://www.ico.gov.uk/>

Yours sincerely

Fern Kersey
Adviser, Information Policy & Compliance