



BBC Information

Mrs M Sandi

Our Ref: 9651228

9 March 2004

Dear Mrs Sandi

Thank you for contacting the BBC regarding the edition of *Newsnight Review* on 20 February.

I'm sorry to hear you were angered when a discussion on the new film entitled *House of Sand and Fog* included an inaccurate reference to the lead character as being an Arab when in fact he was Persian. We are grateful to those who bring mistakes to our attention, but unfortunately mistakes of this kind happen so instinctively that we cannot promise they will never occur again, particularly during live broadcasts of this kind. However we keep very careful watch and every effort is made to keep such slips to a minimum.

Thank you again for taking the trouble to contact us on this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lee Rogers', written over a faint, larger version of the same signature.

Lee Rogers  
Editorial & Investigation Team  
BBC Information



14 March 200

Mr Lee Rogers  
Editorial & Investigation Team  
BBC Information

Dear Mr Rogers

Your ref: 9651228

Thank you for your letter of 9 March 04 in response to my verbal complaint to the BBC on 20 February. I have also written to Mr Byford but have not received a reply as yet.

To use Mr Byford's phrase at a recent programme regarding programmes on the BBC that the Corporation is accountable to every member of the public; I disagree strongly with your comment that mistakes such as this can occur periodically. What in effect you are telling me is that one can sometimes call the French, German and the Spanish, Portuguese and this cannot be helped.

May I suggest that one way of solving the problem is by e-mailing, or writing to the relevant members of staff as this seems to be a common recurring comment on both the radio and television channels.

The programme concerned on Newsnight although live was not impromptu. A great deal of background work and rehearsal goes into each and every programme and therefore mistakes such as this should not happen.

Yours sincerely

M SANDI (Mrs)

Cc Rt Hon Mrs Prentice MP, Rt Hon Mrs Jowells MP  
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