

The Adviser noted that the statement referred to by the complainant was made in the context of describing Henry Wood's original concept for the Promenade concerts when they began in 1895, and which the BBC believed remained "largely unaltered" today. The Adviser noted that the concerts have grown out of a classical tradition and as explained by Audience Services in their response, western classical music remains at the core of the BBC Proms concert schedule, though other forms of music and new events have been introduced, such as "Proms in the Park", "Proms Extra" and "Proms Inspire". She considered that the Proms were very well established and that audiences understood they were rooted in Western classical music.

The Adviser noted that Audience Services had also explained that the BBC did not have the resources or airtime at its disposal to be able to replicate every aspect of the BBC Proms in its output, and had to make difficult editorial planning decisions. The Adviser noted that responsibility for editorial and operational decisions rested with the BBC Executive rather than the Trust.

The Adviser noted that the complainant had experienced difficulties in obtaining responses to his complaints at Stage 1. She noted that in their letter of 19 October 2015, Audience Services had apologised for not having responded to two of the complainant's letters and explained how duplication of correspondence had caused administrative confusion. She noted that Audience Services had drawn attention to the complaints webpage and requested that all comments and complaints should be made through the site or the corresponding phone lines and address. She considered that as Audience Services had apologised for not responding to the earlier correspondence, Trustees would be likely to conclude that this element of complaint had been resolved.

Taking this into account the Adviser considered Trustees would be likely to conclude that BBC Audience Services had given a reasoned and reasonable response to the complaint and had acted appropriately in declining to enter into further correspondence. She therefore did not consider it was appropriate, proportionate or cost-effective to proceed with the appeal as it did not have a reasonable prospect of success. The Adviser did not propose to put it before Trustees.

Request for review by Trustees

The complainant requested that the Trustees review the decision not to proceed with his appeal. He said that:

- he had not received any explanation for the lack of diversity in the music included in the Proms programme, despite the fact that the literature is clear the Proms are about "ever widening the range of symphonic and operatic music presented".
- 15% of the UK population is made up of diverse ethnicity.
- his point about the erroneous response by Audience Services stating that Fiddler on the Roof was an opera when it was really a musical, had not been addressed.