Subject: BBC Complaints - Case number CAS-6066673-V3Q4M0
From: BBC Complaints <bbc_complaints_website@contact.bbc.co.uk>
Date: 17/05/2020, 12:41
To: Wynne Jones <[redacted]>

Thanks for contacting the BBC. This is to confirm we've received the attached complaint sent in this name. We've included the text of the complaint and a case reference for your records (see below).

Our normal aim is to reply at this stage within 10 working days (two weeks), but at present we regret we have reduced staff numbers because of the coronavirus pandemic, and hope you will understand if we are unable to respond within normal service times. We will let you know if it may take us longer.

We'll normally include your complaint in our overnight report to producers and management. This will circulate your and all complaints with other reaction we receive today (but with any personal details removed) so it will then be available for the right team to read tomorrow morning.

For full details of our complaints process please visit: https://www.bbc.co.uk/contact/how-we-handle-your-complaint. Please don't reply to this email because it's an automated acknowledgement sent from an account which can't receive replies. If you do need to get in touch, please use our webform instead at www.bbc.co.uk/complaints, quoting your reference number.

Here are the details of your complaint:

YOUR COMPLAINT:

Inaccurate news reporting

Constant reference in BBC News to Covid-19 SEIRUS mathematical computer model. This is a mathematical computer model, developed by Nasarawa State University Keffi Nigeria, to estimate the probability of re-infection with Covid-19 coronavirus, often referred to as the "R" number. The preprint posted 6 April 2020 is not certified by peer review and its validity may therefore be subsequently challenged. Preprints are preliminary reports of work that has not been certified by peer review. They should not be relied on to guide clinical practice or health related behaviour and should not be reported in news media as established information, as clearly indicated on computer model documentation. This should be clearly explained in news bulletins to avoid providing totally misleading information to the public.

Thank you again for contacting us,

BBC Complaints Team
www.bbc.co.uk/complaints