

Melanie Prince  
Federation of Holistic Therapists  
18 Shakespeare Business Centre  
Eastleigh  
SO50 4SR

23rd June 2011

Dear Ms Prince

Reference CAS-791532-J5PLT0

Thanks for contacting us regarding BBC One's 'The Apprentice', broadcast on 25 May.

We apologise for the delay in replying. We realise that our correspondents appreciate a quick response and we're sorry that you had to wait on this occasion.

We understand you and other members of your association objected to the beauty therapy task, as you believe the candidates weren't sufficiently trained or insured to give treatments to the public.

While we appreciate your concerns, please be assured that all treatments selected by the candidates were carefully chosen so that sufficient training and insurance could be provided within the allocated time.

We carefully made sure no qualifications were necessary bar successfully completing the training provided, and were then insured for all treatments they provided.

Each treatment provided by candidates was carefully overseen (off camera) by an expert trained in the treatment and from the company that currently provides that treatment.

The experts were there to ensure nothing unsafe or untoward happened. All members of the public who wanted a treatment were required to fill in a detailed questionnaire, which was checked by the expert involved. If any issues had arisen they wouldn't have been allowed treatment.

We hope that this allays your concerns.

Nevertheless, we're grateful to you for taking the time to raise your concerns with us and we'd like to assure you that we value your feedback highly. The comments we receive from our audience help to inform decisions regarding future programming and go towards improving our services.

Please again accept our apologies for the unfortunate delay and thanks for taking the time to contact us.

Kind Regards

Shona McCullough  
BBC Complaints  
[www.bbc.co.uk/complaints](http://www.bbc.co.uk/complaints)