

Mr Adrian Mallett
AFM Web Design
Unit F16, BTC
Bessemer Drive
STEVENAGE
SG1 2DX

7th November 2011

Dear Mr Mallett

Reference CAS-1028278-6DFXXR

Thank you for contacting us regarding 'Conspiracy Files: 9/11 – Ten Years On' broadcast on 29 August.

I understand you're unhappy with the response you received to your concerns about the programme.

I should start by apologising for the delay in responding to you and for the fact that you were initially sent a response which failed to address your concerns. We always aim for the highest of customer service and do regret that on this occasion we didn't meet your expectations.

We forwarded concerns on this issue to the production team responsible for the programme and they explained in response that:

"The documentary could not consider all the theories and all the arguments surrounding this subject in the 59 minutes available. The producers selected and analysed the main theories that have the greatest currency. They then provided as much information as possible on each theory to enable viewers to understand the arguments involved. The documentary interviewed a selection of leading exponents of conspiracy theories about 9/11 and could not interview every expert or commentator. The programme makers believe that the film was a fair reflection of the arguments propounded on both sides of the debate and was made entirely within the BBC's editorial guidelines."

I'm grateful to you for taking the time to raise your concerns with us and I'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

Gemma McCartan
BBC Complaints
www.bbc.co.uk/complaints