

Mr Adrian Mallett
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17 February 2012

Dear Mr Mallett

Reference CAS-1176005-K0YZ2G

Thanks for contacting the BBC.

Please accept our sincere apologies for the long delay in replying. We know our correspondents appreciate a quick response and we are sorry you have had to wait on this occasion.

I note your initial complaint emanated from 'Conspiracy Files: 9/11 - Ten Years On'. Under the BBC complaints process we can only address matters up until 30 days after the broadcast of the event in question. We therefore cannot address your overarching concerns about the BBC's coverage of the 9/11 attacks since they occurred and return again to your initial complaint about the aforementioned programme.

With that in mind, please be assured we have forwarded his concerns to the programme makers.

They would like to stress that the approach of the series to conspiracy theories about 9/11 was examined exhaustively in two findings by the Editorial Standards Committee about the first transmission in 2007. In both cases all of complaints were rejected.

The programme makers have therefore nothing further to add on this matter.

If you believe a serious and specific breach of the BBC's Editorial Guidelines has occurred here, and you wish to pursue this complaint further, you can contact the BBC's Editorial Complaints Unit, within 20 working days, and they will carry out an independent investigation.

You can write to them at the following address:

Editorial Complaints Unit
Room 5170
White City
201 Wood Lane
London W12 7TS

Alternatively you can e-mail the Unit at the address: ecu@bbc.co.uk, but please note that complaints submitted via e-mail must include a postal address as ECU findings are sent by letter.

Thanks again for taking the time to contact us.

Kind Regards

Andrew Hannah
BBC Complaints
www.bbc.co.uk/complaints