

Mr Adrian Mallett
AFM Web Design
Unit F16 BTC
Bessemer Drive
Stevenage
Herts
SG1 2DX

19th September 2011

Dear Mr Mallett

Reference CAS-990119-DZS7WB

Thanks for contacting us regarding BBC Two's 'Conspiracy Files: 9/11 - Ten Years On'.

I understand that you're unhappy with the content of the programme as you feel that it was biased against Conspiracy Theorists.

The point of the programme was to give the significantly large group of young people, who believe we don't know the whole truth about what happened on 9/11, a fair opportunity to explain their theories.

They were then presented with the official findings of the investigation. Some changed their views after being presented with the findings and some views remained the same.

I can assure you of our commitment to impartial reporting. We seek to provide the information which will enable viewers and listeners to make up their own minds; to show the political reality and provide the forum for debate, giving full opportunity for all viewpoints to be heard.

The programme did offer expert analysis, scientific proof and expert witnesses: we showed a demolition expert explaining how the buildings couldn't have been blown away by thermite, we met the country's lead air traffic controller, and a defence expert at the Pentagon who was there when the plane crashed into the building.

We regret that on this occasion you felt the need to complain and I'd like to assure you that I've registered your complaint on our audience log. This is a daily report of audience feedback that's made available to all BBC staff, including members of the BBC Executive Board, programme makers, channel controllers and other senior managers.

The audience logs are seen as important documents that can help shape decisions about future programming and content.

Thanks again for taking the time to contact us.

Kind Regards

Tanya McKee
BBC Complaints
www.bbc.co.uk/complaints