

[REDACTED]

Date 29 July 2015

Our Ref [REDACTED]

Your Ref [REDACTED]

Dear [REDACTED]

Re: [REDACTED]

Thank you for your email dated 13 May 2015 and previous letter dated 13 May 2015 regarding your client's [REDACTED] experience at Heathrow Airport [REDACTED]. I am sorry for the lengthy delay in writing to you. Your correspondence has been passed to me as the officer responsible for handling your complaint. Before I respond to your specific concerns I would like to assure you all complaints about Border Force and the services we provide are treated seriously and are used as an opportunity to improve services and ensure lessons are learnt.

In line with our usual procedures, which are set out in detail at:

www.gov.uk/government/organisations/border-force/about/complaints-procedure I have asked the operational manager to assess the circumstances relating to the matter you have complained about. With this work now complete I have based my response on their findings. On this occasion I am unable to uphold your complaint and my reply explains the reasons why.

In the UK, the Immigration Rules require all arriving passengers to establish their eligibility for admission. Nationals of countries within the European Economic Area (EEA) are required to establish their nationality and identity while nationals of non-EEA countries must also seek leave to enter from a Border Force officer. To maintain a safe and secure border, a passenger's passport or national identity card is checked electronically. There are also times when extra checks are conducted.

However, I am sorry for the delay [REDACTED] experienced. There are many reasons why a Border Force Officer may feel it necessary to ask additional questions in order to satisfy themselves of eligibility to enter. Border Force Officials may therefore carry out any checks they deem necessary in accordance with Immigration procedures. It would appear therefore that [REDACTED] was subject to normal checking procedures.

If you believe this complaint has not been dealt with in the right way you may contact us at the postal or email address above and a correspondence manager will review the process used to look into your complaint, to ensure it was both appropriate and followed correctly. You must do this within one month of the date of this letter.

The Border Force Correspondence Team is keen to continually review and improve our services. To help us to do so, we would be grateful if you could complete a short online survey. Please access the survey using the following link:

<http://www.homeofficesurveys.homeoffice.gov.uk/s/BorderForceCustomerSurvey>

Yours sincerely

By email

Mrs B Bowen
Correspondence Officer

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