

M Khan

18 April 2009

Dear Sir or Madam,

I would like to register a complaint against Ms Lin Homer, Chief Executive of the Borders Agency. This is about a decision for a Ministerial review request made by my MP to the Minister of Immigration Phil Woolas but intercepted by Ms Homer in her capacity as Chief Executive. My complaints to the Sheffield Complaints service North East, Yorkshire and the Humber Customer Service Unit

"Email: [\[email address\]](#), Address: North East, Yorkshire and the Humber Region CSU, PO Box 3468, Sheffield S3 8WA"

are returned with threats that my correspondence is "unproductive". Since I am a Highly Skilled Migrant The Work Permits office in Sheffield know about and have dealt with my case before

"Email: [\[email address\]](#)
Address: Customer Contact Centre, UK Border Agency, PO Box 3468, Sheffield, S3 8WA "

but are unable to help now given the extant abuse I face at the hands of Ms Homer and her supporters. (As you can see complaints and customer service are both in the same office---and it may well be given the way the Border Agency works that the person dealing with my complaint is the one I have complained against!)

In any case, this is an application for Freedom of Information for making a complaint against (in my perception) an illegal, abusive and irrational decision by Ms Homer to refuse a request from my MP for me to be granted Indefinite Leave to Remain. May I know where I can make a possible deposition against Ms Homer's decision?

The other question is about the operational structure of the following department(s) in terms of staffing and management. (This is about the names and official positions and contact details of public servants who prefer to conceal themselves from me). The two departments are as follows:

Department number 1 :

Operational Policy (Employment)

Guidance, Litigation and Advice Directorate

Directorate of Central Operations and Performance

Vulcan House - Iron

UK Border Agency

PO Box 3468

Department Number 2 :

Operational Policy & Process Improvement Team 1 Unit E (Employment)

Directorate of Central Operations and Performance

I will be grateful for your kind response,

yours sincerely,

Dr H Singh