

M Khan

25 April 2009

Dear Freedom Of Information Team (IND),

My replies to your email are as follows:

. "I am unclear about the exact scope of the information in which you are interested. To ensure that we provide you with the right information, please could you clarify your request, so that we can process your request."

The scope is well defined and within the FOIA.

"I do not understand what you mean by making a deposition"

A deposition (sorry for the typo earlier) would be a representation against a decision. Since there is none above Ms Homer who is the Chief Executive of the Borders Agency, (unless you tell me who it is) the said deposition would have to be under a complaints procedure against Ms Homer.

" and would be grateful if you would explain what you mean by making a deposition."

I have just explained that above.

"You also state that your below email is an application for Freedom of Information for making a complaint;"

In order to make the complaint I need to know first where and to whom to make the complaint. At the moment I do not know where to make the complaint against Ms Homer. That is all I was saying to you.

"I do not understand what you are requesting if you are complaining about a previous response to a Freedom of Information request then I will need the reference number given in our response."

I am complaining about Ms Lin Homer who is the highest ranking

civil servant in the Borders Agency and against a decision by Ms Homer which is abusive and unfair and is tantamount to victimization and exploitation and should have been reviewed by the relevant minister before release.

"If you wish to lodge a complaint you will find information on how to make a complaint on the UK Border Agency website."

There is no complaints procedure on the Borders Agency web-site against Ms Homer. The Complaints web-page gives a number of misleading addresses to make complaints none of which apply to me as a Highly Skilled Migrant who is being refused settlement due to the abusive and unfair decisions by Ms Homer. The useless information on the Borders Agency "How to Make a Complaint" page is hereby regurgitated to emphasise its pointlessness and to beg the question

["http://www.ukba.homeoffice.gov.uk/contac...](http://www.ukba.homeoffice.gov.uk/contac...)

How to make a complaint

Making a complaint

This page explains how to make a complaint using our Complaints Registration Form. It tells you what information you need to include on the form, and where you need to send your completed form.

On this page

What information should you send?

Where should you send your complaint?

What happens next?

What information should you send?

You should make your complaint using our Complaints Registration Form, which you can download from the right side of this page.

It is important that you give as much information about yourself as possible. The Complaints Registration Form tells you the type of information we need. This will help us to find the information relevant to your case and to contact you about it. If possible, you should also include:

full details about the complaint (including times, dates and locations);

the names of any UK Border Agency staff you have dealt with;

details of any witnesses to the incident (if appropriate);

copies of letters or papers that are relevant; and

any travel details that relate to your complaint.

We only accept complaints in English or Welsh.

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Where should you send your complaint?

Where possible, you should make your complaint to the port, office or detention centre where the matter you want to complain about happened. They will do their best to resolve your complaint quickly. You should find an address to write to, or a telephone

number to call, on any letter we have sent you about your case. If you do not have a letter from us containing this information, you should contact the appropriate Customer Service Unit (CSU) for your type of complaint. That CSU will then forward the complaint to the correct team to deal with. The table below shows which CSU you should contact.

If your complaint is about... You should contact...

an asylum application made before March 2007 the Case Resolution Directorate CSU

an asylum application made since March 2007 the case owner for the case - you can find their contact details on letters they have sent you or on their business card, which you were given when you attended your initial interview

a citizenship or nationality application the North West Region CSU one of our contact centres the same contact centre that you want to complain about

detention (including in immigration removal centres, in short-term holding rooms and while under escort) the Detention Services CSU an application by a national of a country in the European Economic Area the North West Region CSU

a foreign national prisoner who, after being convicted, has received a custodial sentence and is liable for deportation the Criminal Casework Directorate CSU

(Note: This complaints system complements the Prison Service Complaints system and does not replace it.)

an immigration application under the points-based system the North East, Yorkshire and the Humber Region CSU

United Kingdom immigration controls at a port (air, sea or international rail) the Border Control CSU

a visa application Visa Customer Services

(Note: This CSU only handles visa-related complaints made in the United Kingdom. Other complaints will be forwarded to the appropriate diplomatic post.)

the worker registration scheme the North East, Yorkshire and the Humber Region CSU

If your complaint is not in any of these categories, you should contact the Customer Service Unit for the region where the matter you are complaining about occurred - but it may take a little longer to process your complaint, as the complaint may need to be forwarded to the right CSU. Select a region from the table below to find the CSU for that region.

Region Major cities

London and South East London, Dover, Portsmouth

Midlands and East of England Birmingham

North East, Yorkshire and the Humber Leeds, Newcastle, Sheffield

North West Liverpool, Manchester

Scotland and Northern Ireland Aberdeen, Belfast, Edinburgh, Glasgow

Wales and South West Bristol, Cardiff, Plymouth

We are more likely to be able to handle your complaint quickly if you put all the relevant details on the Complaints Registration Form. You can send the form to us by post, by email, by fax or by hand."

You can appreciate that none of the contact centres above allow me to make a complaint against Ms Homer.

That is the reason I asked for FOI about a complaints process and procedure against Ms Homer,

Yours sincerely,

M Khan