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C Gillstrap
Request-14737-9bdaf695@whatdotheyknow.com
(by e-mail)

15 February 2010

Dear Mr Gillstrap

Freedom of Information request (our ref. 12439): internal review

Thank you for your e-mail of 24 September 2009, in which you asked for an internal review of our response to your Freedom of Information (FoI) request about applications under the European Economic Area Regulations and disclosure of the UKBA Complaints Manual.

I have now completed the review. I have examined all the relevant papers, including the information that was withheld from you, and have consulted the policy unit which provided the original response. I have considered whether the correct procedures were followed and assessed the reasons why information was withheld from you. I confirm that I was not involved in the initial handling of your request.

My findings are set out in the attached report. My conclusion is that the original response of 11 August and further response 23 September were substantially correct, although some information should have been provided to you in response to your eighth question.

You have requested a copy of the UK Border Agency's Complaint's Manual. I am pleased to be able to provide you with a copy with this review.

I am happy to talk to you about our conclusions if you wish to contact me at the telephone number given above.

This completes the internal review process by the Home Office. If you remain dissatisfied with the response to your FoI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Yours sincerely

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Information Access Team