



Home Office

Information Rights
Team
2 Marsham Street
London SW1P 4DF

020 7035 4848
(switchboard)

www.homeoffice.gov.uk

Ms CA Purkis
Via email to: request-326389-78f79c15@whatdotheyknow.com

4 May 2016

Dear Ms Purkis

Freedom of Information Act 2000 Request (Our Reference 39179)

Thank you for your email of 5 April 2016, in which you request the following information:

1. *Please could you tell me which version of the Complaints Management Guidance staff at the UKVI are using right now?*
2. *Please could you tell me which version of the Complaints Management Guidance staff at the Home Office are using right now?*
3. *Could you confirm that the Complaints Management Guidance 7, has been the subject of a review since the one published in the link I sent above? To clarify - the CMG 7 has been reviewed since April 2015.*
4. *Could you confirm when the reviewed Complaints Management Guidance 7 is scheduled for publication?*
5. *In my request dated the 25th February 20016, under ref: 318662 (your ref: 38722), you asked if I was requesting the guidance specific to UK Visa's & Immigration or the version used by the Home Office 'overall'? Could you confirm therefore that the UKVI have a CMG 7 and the Home Office have a CMG 7? Otherwise your question would have been very strange indeed. After all - I asked you clearly for the updated version of a specific CMG - quoting the number et al.*
6. *Could you provide me with a copy or a link of the Home Office's version of CMG 7? The version you stated they use 'overall'?*

A full copy of your request can be found in **Annex A**. Your request has been handled as a request for information under the Freedom of Information Act 2000.

In regards to question 1, the Complaints Management Guidance that is available on the gov.uk website is the current version that is being used by UKVI, Immigration Enforcement and Border Force.

In regards to question 2, the Complaints Management Guidance is a document that is used by UKVI, Immigration Enforcement and Border Force only. However, internal guidance on complaints is available to all Home Office staff.

In regards to question 3, the Complaints Management Guidance has been subject to review since December 2015, as the review due in April 2015 was delayed.

In regards to question 4, as advised in our previous response (reference **38820**), we are aiming for the reviewed information to be available by June 2016. This in relation to the Complaints Management Guidance 7 for UKVI, Immigration Enforcement and Border Force only.

In regards to question 5 and question 6 of your request, the Home Office 'overall' does not use a Complaints Management Guidance 7. As mentioned above, the Complaints Management Guidance 7 is used by UKVI, Immigration Enforcement and Border Force only. I apologise that this was not made clearer in the clarification response that was sent to you on 4 March 2016 (reference **38722**), and for any confusion that this may have caused.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference **39179**. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Rights Team
Home Office
Third Floor, Peel Building
2 Marsham Street
London SW1P 4DF
Email: info.access@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

S Mason
Information Rights Team
Switchboard 020 7035 4848 Email info.access@homeoffice.gsi.gov.uk

Annex A – FOI request

Dear Home Office,

The Home Office seem to have a problem providing the public with information as to how they handle complaints. Each time a member of the public requests this information, the FOI team seem to backtrack, delay and refuse the data requested. At a quick glance, I have found the following information on the WDTK website;

Under ref: 31856 on the 28th May 2014, you initially delayed the request for information on complaint handling - after a request for an internal review, you refused the request for this information.

Under ref: 160226 on the 4th May 2013, you initially delayed the request for information and then made the complaint vexatious.

On the 25th February 2016, under reference 318662, you informed me that you were not CLEAR on the information I required. I had asked for a link or an updated version of Complaints Management Guidance 7. Please see link below for a history of this request:

https://www.whatdotheyknow.com/request/complaints_guidance_version_7#incoming-791615

Please see link below as to what I was requesting - a link which is available to the public. You will clearly see that it says on this guidance - Date for Review: April 2015

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/404202/complaint_management_guidance_version_7.pdf

As you refused my request Ref 318662 (your ref:38820) under Section 22, please could you provide me with the following information;

Please could you tell me which version of the Complaints Management Guidance staff at the UKVI are using right now?

Please could you tell me which version of the Complaints Management Guidance staff at the Home Office are using right now?

Could you confirm that the Complaints Management Guidance 7, has been the subject of a review since the one published in the link I sent above? To clarify - the CMG 7 has been reviewed since April 2015.

Could you confirm when the reviewed Complaints Management Guidance 7 is scheduled for publication?

In my request dated the 25th February 20016, under ref: 318662 (your ref: 38722), you asked if I was requesting the guidance specific to UK Visa's & Immigration or the version used by the Home Office 'overall'?

Could you confirm therefore that the UKVI have a CMG 7 and the Home Office have a CMG 7? Otherwise your question would have been very strange indeed. After all - I asked you clearly for the updated version of a specific CMG - quoting the number et al.

Could you provide me with a copy or a link of the Home Office's version of CMG 7? The version you stated they use 'overall'?

Yours faithfully,

CA Purkis