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FOI Reference: 33195

26 November 2014

Dear Sir

Thank you for your letter of 19 November requesting information on ECO performance, specifically:

- 1- Please provide information on what training and procedures have been put in place to improve ECO performance.
- 2- Clarify whether an admin review will be carried out by an ECM or a fellow ECO.

Your request for information is being handled as public correspondence. It might be helpful to explain that the ECM usually overturns a refusal because the applicant has provided the missing document which wasn't present at the time of the initial assessing of the application.

When an applicant is given the right to appeal against a decision, an appeal is lodged and they get another opportunity to provide previously missing documents.

ECOs are constantly undergoing training both at post and in the UK as changes to the application system are introduced or with the introduction of new Immigration Rules. Furthermore an ECM randomly reviews 20% of all applications every week to ensure that standards are maintained.

Administrative reviews only apply to all Point Based System (PBS) applications and this is carried out by an independent ECM who was not initially involved in the processing of the application.

I trust that this clarifies matters.

Yours sincerely

*A. Ojewale (Mrs)*

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