

Gemma Partridge

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www.gov.uk/ukvi

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Dear Ms Partridge

Thank you for your further email of 23 May. This falls to be dealt with under the Freedom of Information Act 2000.

Unfortunately, your Freedom of Information request still does not provide us with sufficient details to identify or locate the information you require. To help us to deal with your request properly, I would be grateful if you could clarify it. You originally requested the following information:

From information held on file please kindly provide the following from 2015 to the most recent available: Number of individuals awarded compensation for any mistakes made by Home Office. Total amount of compensation issued.

And your further email of 23 May: Please kindly provide your list of categories for maladministration which would allow us to be more specific and keep under the cost limit.

We need to understand whether you are referring to compensation or ex-gratia payments. Compensation payments must be awarded by a court.

An ex-gratia payment is a sum of money paid when there is no obligation or liability to pay it. Immigration Enforcement, UK Visas & Immigration and Border Force make ex-gratia payments to customers, beyond any legal or statutory requirements, as redress for maladministration. These payments are made at the discretion of the Home Office and depend on the individual circumstances of each complaint. There is no definition of maladministration in law but it is generally agreed to be a lack of care, judgement or honesty in the management of something.

With regard to the categories of maladministration for which we may consider an ex-gratia payment, our ex-gratia policy provides an overview of the types of cases we may see, however this policy does not provide an exhaustive list of all types of claim we may see, so if the particular type of maladministration you are looking for isn't included please let us know and we can advise accordingly. You can find a copy of the guidance on our website here; www.gov.uk/government/publications/ex-gratia-guidance

It may be helpful to explain that some of our ex-gratia claims cover more than one area of the UKVI business, so any figures provided for Immigration Enforcement may not include 100% of all claims made. If the bulk of the claim involved a different business area, we would only record that first main area of the business.

Please could you clarify the following:

Do you require information on compensation or ex-gratia payments?

What area of maladministration are you looking for information on?

Please confirm the exact dates you require information on.

Once you have clarified your request, please resubmit your entire FOI request with clarification and we will aim to send you a full response to your Freedom of Information request within twenty working days.

Yours sincerely

J Jones
Central Operations

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:
<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>