

European Operational Policy Team
North West Region
PO Box 306
Department 45
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Maia Bailey
[<mailto:request-89709-535a1d98@whatdotheyknow.com>]

(FOI)Home Office Ref: 20330

Date: 9 November 2011

Dear Ms Bailey,

Thank you for your e-mail of 14th October in which you have asked for copies of all application forms and guidance notes issued from September 1997 through to the present in respect of European Family Permits, Residence Cards, Residence Documents and Permanent Residence. You are also seeking information on the dates these forms were revised and ask specifically for a summary of key changes to each form.

Your request has been handled as a request for information under the Freedom of Information (Fol) Act 2000.

I regret to inform you that despite a thorough search, and liaison with external partners, the UK Border Agency does not hold the information you have requested. In trying to retrieve the back catalogue of forms I have liaised with the National Archives and the Foreign and Commonwealth Archive service. In doing so it has emerged that the majority of the files transferred to the archive are policy documents and, whilst they may refer to the forms requested they do not contain actual copies of the relevant forms. However, current copies of Home Office application forms, including guidance notes, are available to download from the from the UK Border Agency website - www.ukba.homeoffice.gov.uk using the form finder facility.

With regard to your request for any documents advising of protocol for instances where there is clear evidence of a delay or fault which can be attributed to the Agency; I can confirm that the Agency has a clear remit in terms of the level of customer service it provides. Again full details can be found on the website at www.ukba.homeoffice.gov.uk/aboutus/service/. The website also indicates how a complaint can be made if necessary and outlines the protocols of how the Agency will respond www.ukba.homeoffice.gov.uk/aboutus/contact/makingacomplaint/

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting your complaint within two months to the address below, quoting reference 20330. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: FOIRequests@homeoffice.gsi.gov.uk

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

Yours sincerely,

D. Shaw
Policy Officer
European Operational Policy Team
North West region
UK Border Agency