



Freedom of Information Team
Customer Service Operations
MEE & International Responder
Hub
London
SW1P 4DF

Email:
FOIRequests@homeoffice.gsi.gov.uk

www.gov.uk/ukvi

Colin Yeo
By email: request-238498-384042d8@whatdotheyknow.com

FOI Reference: 33471

9 December 2014

Dear Sir

Thank you for your letter of 10 November requesting information on consolatory payments to members of the public, specifically:

- 1- Please release the level of payments made under this specific scheme (consolatory or ex gratia) to the public following complaints for the last two financial years.

Your request is being handled as a request for information under the Freedom of Information Act 2000. I can confirm that the Home Office holds the information you have requested.

Ex-gratia is the payment for actual financial loss whereas consolatory is a payment to address the inconvenience caused.

The expenditure on ex-gratias in the financial year 2013-2014 was £838,000.00 and the year to date expenditure of this financial year 2014/2015 is £486,000.00.

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 [33471]. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response. The contact address for requesting an internal review is below:

Information Access Team
Home Office
Ground Floor,
Seacole Building
2 Marsham Street
London SW1P 4DF

E-mail: FOIRequests@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

A. Ojewale (Mrs)

FOI Practitioner – Midlands, East of England & International Responder Hub
UK Visas & Immigration