



Freedom of Information Team
Customer Service Improvement
Directorate
40 Wellesley Road
Croydon
CR9 2BY

Fax: +44 (0)0870 336 9240
www.ukba.homeoffice.gov.uk

Britcits
By email: [request-169826-
d5e841c7@whatdotheyknow.com](mailto:request-169826-d5e841c7@whatdotheyknow.com)

FOI Reference: 28256
OUR Reference: VCT 167537

3 October 2013

Dear Sir/Madam

Thank you for your email correspondence of 22 July in which you requested disclosure on:

- 1- Any documents which constitute a policy relating to the review process for decision making by the Home Office officers in situations where the initial decision involved the visa being (a) granted and (b) refused.
- 2- The number of decisions where the cases were reviewed either by a peer or a senior colleague within the Home Office where the initial decision involved the visa being (a) granted (b) refused.

Please accept my apologies for the delay in responding to your enquiry. Your request is being handled as a request for information under the Freedom of Information ACT 2000 and I can confirm that the Home Office holds the information you have requested.

Please find enclosed a copy of the Operating Instructions (OPI 207) used by Entry Clearance Managers (ECMs) in reviewing entry clearance applications in situations of visa issue or refusal.

Relating to question 2, please see the table below for the response to your request. The figures provided have been derived from local management information. They are therefore provisional and subject to changes.

Initial Decision	ECM Review
Issued	196, 363
Refused	112, 484

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 [28256]. 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

Adetoro Ojewale
FOI Practitioner