

Aug/05

**IMMIGRATION DIRECTORATES' INSTRUCTIONS**

**ANNEX A**

**CHAPTER 25 INTRODUCTION AND LEGAL BACKGROUND TO FREEDOM OF  
SECTION 1 INFORMATION ACT 2000**

**STANDARD TEMPLATES**

**STANDARD TEMPLATE FOR RESPONSE WHERE AN IND RECORD HAS BEEN  
TRANSFERRED TO THE NATIONAL ARCHIVES**

**[Insert details of relevant IND Directorate address here]**

Our Ref:

Your Ref:

Date:

Dear **[insert name of applicant]**,

Thank you for your *letter/fax/email* **[delete as appropriate]** of **[insert date of letter from applicant]** where you have requested information about **[insert type of information requested by the applicant]**. This falls to be dealt with under the Freedom of Information Act 2000.

I can confirm to you that IND does not hold the information you have requested but that it has instead been transferred to The National Archives. I recommend, therefore, that you make a new request to The National Archives.

Postal enquiries to The National Archives should be directed to:

Reader Information Services Department  
The National Archives  
Kew, Richmond  
Surrey  
TW9 4DU

E-mail enquiries can be sent to: [enquiry@nationalarchive.gov.uk](mailto:enquiry@nationalarchive.gov.uk)

Phone Enquiries should be directed to 020 8876 3444

Yours sincerely

**[Signature of staff member]**

**[Insert full name of IND staff member dealing with request]**

**[Insert IND Directorate]**

**STANDARD TEMPLATE FOR RESPONSE TO APPLICANTS WHERE A RESPONSE  
WILL EXCEED THE 20 WORKING DAY TARGET**

**[Insert details of relevant IND Directorate address here]**

Our Ref:  
Your Ref:

Date:

Dear **[insert name of applicant]** ,

Thank you for your letter/fax/email **[delete as appropriate]** of **[insert date of letter from applicant]** where you have requested information about **[insert type of information requested by the applicant]**. This falls to be dealt with under the Freedom of Information Act 2000.

Under the Freedom of Information Act 2000 we are required to respond to requests within twenty working days of receipt. Unfortunately **[Directorate here to insert specific reasons for delay in responding]**.

I would like to offer my sincere apologies for this delay and for any inconvenience that this may cause. I would like to assure you that we are dealing with your request as a matter of urgency and that we will send you a substantive response as soon as possible. We aim to send you a substantive reply to your request on **[Insert date on which reply will be sent]**.

If you have any queries regarding the handling of your information request please do not hesitate to contact me in writing at the address listed above.

Yours sincerely

**[Signature of staff member]**

**[Insert full name of IND staff member dealing with request]**

**[Insert IND Directorate]**