



Visa Section

British Embassy  
Abu Dhabi

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United Arab Emirates

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Except Friday/Saturday)

Mr Gulstan Hussain  
By email: [Gus@Bethere.co.uk](mailto:Gus@Bethere.co.uk)

2 November 2009

Dear Mr Hussain,

**Re: Mr Nazakat Ali Reference Abu Dhabi/314106**

Thank you for your email of 18<sup>th</sup> October 2009 to Stephen McCracken, which has been passed to me for reply as the application was processed in Abu Dhabi. I have logged your correspondence as an official complaint.

You believe there was an unreasonable delay in the return of your uncle's passport and that an explanation should have been given as to how this delay affected the timescales in which an appeal could be lodged.

I note that Mr Ali's application was refused on 23 September 2009. You state that it was not until three weeks later that your uncle received a telephone call to inform him to collect his documents. It may assist if I explain a little about our procedures: following the Entry Clearance Officer's decision to refuse the visa, the application is reviewed by a senior officer in Abu Dhabi prior to the papers being printed in Islamabad. These are then sent to our commercial partners at the relevant Visa Application Centre. This results in a delay of several days before the applicant is contacted regarding the outcome of the application. In your uncle's case, this process unfortunately took longer than usual due to the current high volume of applications received in Islamabad; it was not, as you assume in your letter, a problem caused by our commercial partner. I am sorry for any inconvenience caused by this and would like to assure you that the UK Border Agency has deployed additional resources to deal with this issue. The delay in your uncle's receiving his documents did not affect the timescale for submitting his appeal. As explained in the guidance notes on the appeal form AIT-2, the applicant has 28 calendar days after the date on which the decision was served to submit an appeal.

I do not consider that Mr Ali's has been disadvantaged by the delay in receiving his documents and therefore I have not upheld your complaint.

You also ask for a review of the decision to refuse Mr Ali's visa. I am afraid that for data protection reasons I am unable to discuss details of the application with a third party without Mr Ali's permission. His appeal



has been received at post and is currently being processed. The refusal decision will be reviewed as part of the process as a matter of course. Should the refusal be upheld the matter will be decided by an immigration judge in the United Kingdom.

I trust this email has fully explained the delays involved, and has addressed the points you raised.

Yours sincerely,

*Wendy Foy*

Wendy Foy  
Entry Clearance Manager