



Home Office

UK Immigration Service,
Terminal 4 – London Airport
Hounslow, Middlesex TW6 3XB.
Tel (0) 20 8745 4700 Fax (0) 20 8745 4705

Mr. J. Watt
[REDACTED]

GIBRALTAR

Our Ref: TN4/c.85/06
Date 2nd September 2006

Dear Mr. Watt

Your e-mail letter of complaint of 29th July 2006 addressed to Immigration and Nationality Department Public Enquiries, relating to your arrival at Terminal 4 on 14th June, has just recently been passed to this office for reply.

I am very sorry that your letter has taken so long to be referred to the correct department and that you have not received a speedier response. I also sincerely apologise for the difficulties you encountered and for any embarrassment you experienced, when presenting your Gibraltar Identity Card at Terminal 4 on that day.

I can certainly confirm that the Gibraltar Identity Card is an acceptable travel document for entry into the United Kingdom and that it may be presented at the dedicated Immigration Channel for United Kingdom Citizens and other EEA nationalities.

I am afraid it has not been possible to identify which Immigration Officer dealt with you on 14th June. I can assure you that all our Immigration Officers are trained in recognition of acceptable passports and national identity cards, and the Immigration Officer therefore should not have needed to subject you to any delay. I have consequently sent out a general reminder to our staff on this matter.

I am very grateful that you have taken the trouble to bring this matter to our attention, and trust that you encounter no further difficulties when passing through UK Immigration Control.

Yours sincerely

K.J. Francis
Chief Immigration Officer