



Home Office

Handling MPs' and 'treat as official' correspondence for CC cases

Handling MP's and 'treat as official' correspondence for CC cases

About this guidance

About this guidance Correspondence response targets Receipt and allocation of correspondence Contributions to replies from case owners Effects on removals process Drafting a response Actions following a reponse from case owners Enquiries from family members or sponsors 'In confidence' replies Cases without a case owner	<p>This guidance tells criminal casework (CC) caseworkers how MPs' correspondence must be managed.</p> <p>The guidance also covers the 'treat as official' process for correspondence from other sources.</p> <p>A 'treat as official' letter comes from a member of the public to one of the following:</p> <ul style="list-style-type: none">• the Queen• the Prime Minister• a minister• a member of the Home Office senior board. <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contacts – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	Related links Changes to this guidance Contact Information owner Links to staff intranet removed
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Changes to this guidance

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This page lists the changes to the handling MPs' and 'treat as official' correspondence for criminal casework cases guidance, with the most recent at the top.

Date of the change	Details of the change
19 June 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.
18 December 2012	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.
	For previous changes you will need to access the archived guidance. See related link: Handling MPs correspondence and treat as official correspondence for criminal casework directorate cases - Archive.

Related links
See also

[Contact](#)

[Information owner](#)

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Correspondence response targets

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Receipt and allocation of correspondence

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Handling MP's and 'treat as official' correspondence for CC cases

Contributions to replies from case owners

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	<p>of [DD/MM/YY].’</p> <p>If the response to the MP gives details of a decision expected to be made in the future the MP must be informed when that decision is made. For CC ‘a decision’ is defined as:</p> <ul style="list-style-type: none">• deportation• asylum• removal, or• grant of leave. <p>BCT will contact the MP’s office by telephone or email to notify the decision made.</p>	
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Handling MP's and 'treat as official' correspondence for CC cases

Effect on the removals process

About this guidance	This page tells you how correspondence from MPs or treat as official sources, affects the removals process for criminal casework (CC) cases.	
Correspondence response targets	An MP's letter can be a barrier to removal and a reply must be sent to the MP by email or fax before the removal process continues.	
Receipt and allocation of correspondence	Briefing and correspondence team (BCT) staff make every effort to make sure a reply is sent quickly to allow a removal to go ahead, and private office arrange a ministerial signature if appropriate.	
Contributions to replies from case owners	In all cases if the letter constitutes a barrier to removal and CID shows removal directions (RDs) are set for that day, the correspondence manager must work with operational support and certification unit (OSCU). This is to negotiate further action in line with the service level agreement between OSCU and CC.	
Effects on removals process	Home Office policy is to encourage contact from MPs by email or telephone. If an MP sends an email or makes a telephone call to the MPs hotline, they must be directed to BCT and dealt with urgently.	
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Drafting a response

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Actions following a response from case owners

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Enquiries from family members or sponsors

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	<p>If the briefing and correspondence team (BCT) decide the information must not be disclosed then they will contact the MPs office and inform the MP they will be receiving a third party response and the reason why. For more information see related link: 04.0 - Disclosure of personal information to third parties.</p>	
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'In confidence' replies

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Cases without a case owner

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Contact

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Information owner

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