

## **Nationality Instructions**

### **Procedural section**

#### **Old correspondents**

##### **1. General**

1.1 This is the term used to describe persistent writers of irrational or abusive letters who are likely to be further encouraged by the continued receipt of replies or acknowledgements.

1.2 A record of those writers classed as Old Correspondents is maintained by General Registry.

##### **2. Procedure**

2.1 The decision to class a writer as an Old Correspondent is one for individual directorates and should be taken by an officer at HEO level or above. When such a decision is made, a letter should be sent to the writer advising him that the points he has made have been answered on several previous occasions and that any similar correspondence received by the Immigration and Nationality Directorate in future will not receive an acknowledgement or reply.

2.2 The file should be minuted in red to the effect that the writer is an Old Correspondent and sent to General Registry for inclusion in their records.

2.3 Once classed as an Old Correspondent, no further replies or acknowledgements will normally be sent.

##### **3. Further Action**

3.1 Occasionally, a persistent writer may submit a letter which has substance. In this case it may exceptionally require an acknowledgement or reply which should be sent by the group concerned.