



Foreign & Commonwealth Office

Crisis Management Department
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5 October 2015

Email: david@infoaction.org.uk

Dear Mr Halpin,

Thank you for your most recent email of 23 September in which you repeat your concerns about the cost of repatriating victims of the recent Sousse attack.

My previous letters of 1 and 18 September, and that of Mr Ellwood MP, dated 28 July, have provided answers to your questions regarding the schedule and costs of repatriations drawing on all of the information available to us at the present time. You will therefore already be aware that I am unable to provide you with details of the costs associated with this repatriation given that the Ministry of Defence has yet to submit a claim to the Foreign and Commonwealth Office.

In my letter of 1 September, I directed you towards the following website <http://data.gov.uk/dataset/financial-transactions-data-fco> where you will be able to access this information directly yourself once it is published. I have no further knowledge to share as to how and when these costs will be published. Mr Ellwood's letter also signposted you to our "Support for British Nationals Abroad: a guide" <https://www.gov.uk/government/publications/support-for-british-nationals-abroad-a-guide> where you can further familiarise yourself with the consular assistance available to our consular customers, including the Exceptional Assistance measures we can sometimes activate in a crisis.

I have reviewed all our correspondence with you and I am satisfied that we have shared all the information we have at this time. We have also directed you to appropriate sources that may be better placed to answer the questions you have. I am therefore satisfied that in this instance the Foreign and Commonwealth Office has done all that it can to assist you.

In responding to your letters our correspondence has consistently indicated that the information you have requested is not available to us. You have continued to write repeating request for this same information. Because of the extra burden it imposes, this repetitive correspondence and the extra workload entailed in responding individually to each communication diverts crisis management staff from carrying out their normal duties. I

therefore have to inform you that we will not respond further to your correspondence unless you bring to our attention any new and relevant information which has not already been outlined in your previous correspondence. In the absence of this, any further written communication will not be acknowledged.

As a reminder, if you are unhappy with my response and would like to take this further you should write directly to your Member of Parliament (MP) who can refer your case to the Parliamentary Ombudsman, who is able to investigate cases of maladministration in the Department.

The Parliamentary and Health Service Ombudsman can be contacted at:

Millbank Tower

Millbank

London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Yours sincerely,

Simon Wood

Head, Crisis Management Department

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