



# Your asylum application was turned down and you must leave the Netherlands.

You can ask your supervisor for help if you have difficulty reading this information.

You are living in an asylum seekers' centre (asielzoekerscentrum, AZC), a freedom restricted location (Vrijheidsbeperkende Locatie, VBL), family housing (Gezinslocatie, GL) or a municipal residence. This fact sheet provides you with information regarding your departure from the Netherlands, because you were not granted a residence permit.

You must leave the Netherlands as soon as your application has been turned down definitively. You cannot stay in the Netherlands as an illegal foreign national. Read through this information carefully, even if you still have an appeal procedure pending or have not yet exhausted all appeals.

You must arrange your departure from the Netherlands once your (repeat) asylum application has been turned down by the IND.

The decision from the IND will tell you how long (how many days) you have to leave the Netherlands. The DT&V supervisor departure can help you to depart from the Netherlands humanely. However, if you do not leave the Netherlands voluntarily, the Dutch government may proceed with forced removal.

You decide for yourself the manner in which you will leave the Netherlands:

1. You leave the Netherlands humanely and voluntarily, possibly with help and support from the Dutch government.
2. The Dutch government proceeds with forced removal.

## What can you do to arrange your own departure?

The Repatriation and Departure Service (DT&V), the International Organisation for Migration (IOM), the Dutch Council for Refugees (VWN) and various non-governmental organisations can help you to leave the Netherlands humanely and voluntarily. The following points are important:

- You can contact an independent organisation, like the IOM or VWN, for individual information (during consultation hours or on appointment) at various locations across the country. In so doing, you can obtain information on how the voluntary departure process works and what support is possible for your voluntary departure and reintegration in your country of origin. You can share your intention to return with the DT&V officers, the employees of the IOM, the Central Agency for the Reception of Asylum Seekers (CARAS) and / or the employees of the Dutch Council for Refugees at your reception centre. If you are not staying at a reception centre, you can always send an email to [info@dtv.minvenj.nl](mailto:info@dtv.minvenj.nl) or you can complete the form entitled 'Ik wil terugkeren' (English: I want to return) at [www.infoterugkeer.nl](http://www.infoterugkeer.nl). You can also call the IOM's national number: 088 746 44 66 or email the Dutch Council for Refugees (VluchtelingenWerk) via [terugkeer@vluchtelingenwerk.nl](mailto:terugkeer@vluchtelingenwerk.nl).

- You will be invited for interviews with the DT&V. Be sure to show up. If you can't make the appointment, you must cancel it and schedule a new one. If you fail to do so, there will be consequences for you.
- Request a (replacement) travel document from your consulate or embassy on time. If you need help with this, you can ask the IOM or other independent organisations. The DT&V supervisor departure can also request a (replacement) travel document on your behalf. In some cases, these requests require supporting documents that prove your identity and nationality. This could be an identity document, a birth certificate, a driving licence or a family record. Take these documents along on your interviews with the DT&V and other organisations.
- In order to prove your identity and / or nationality, it may be necessary to contact family members, acquaintances, your old school, or the municipality where you lived, to obtain documents (a family record, birth certificate, employment passes and school diplomas, etc.). You can establish contact on the phone, by post, fax, email or via other (Internet) channels. Independent organisations can also assist you with this. Always show this correspondence to your supervisor departure, so he or she knows that you are working actively on your return. Merely telling him or her about what you have done, is not sufficient.

## Voluntary departure with support

When you choose to return to your country of origin voluntarily, and you are from a country with a visa requirement, various independent organisations can help you with the following:

- advice and information on your return or resettlement in another country;
- obtaining and paying for a (replacement) travel document;
- arrangements and payment of a one-way airline ticket to an airport as close as possible to your final destination;
- an escort at Schiphol and if necessary at the airport if you must transfer flights, and / or at the airport at your final destination;
- a financial contribution, to help you pay for things like your initial accommodation costs and living expenses in your own country.

In addition to the support with your return process, various organisations can also support you with reintegration in your country of origin. This could include vocational training, business training, help in starting your own business or help in finding specific medical or psychosocial care. You can find these organisations and the possibilities for support at [www.infoterugkeer.nl](http://www.infoterugkeer.nl).

The IOM and other non-governmental organisations cannot help you when you choose to return to your country voluntarily and you are from a country that is exempt from the visa requirement. You can also ask your country's consulate or embassy for help.

## Return with the DT&V

The DT&V helps you to arrange your departure from the Netherlands. If you accept help from the DT&V, you will be assisted by a supervisor departure who will help to arrange a humane and respectful return.

You will receive a written invitation for these interviews. This invitation will be waiting for you at the front desk of the Central Agency for the Reception of Asylum Seekers (CARAS). If you live in a municipality (a municipal residence), you will receive the invitation by post.

If you prefer, you can have your lawyer or someone from the Dutch Council for Refugees (VWN) accompany you to the interview. However, you will have to arrange this yourself. Your interviews with the supervisor departure will focus on your departure from the Netherlands. In the interviews you will discuss the available options for departure from the Netherlands and the preparations that you must make yourself. Of course you will also discuss the help that the DT&V is able to provide. For example, to arrange a personal meeting at the consulate or embassy, if you don't have travel documents on hand.

The supervisor departure will invite you to talk about your situation on several occasions. Together, you will frequently discuss your progress on arranging your own return, and also anything that you may need extra help with. During the interviews, you will explain and show what you have done so far to arrange your return, and what you still plan on doing. Arrangements are made with you, regarding the actions that you must take. Each interview is recorded by way of a written report so that all arrangements are on paper. The report is added to your file. Your file consists of facts and circumstances that relate to your situation, such as:

- Your personal information and personal circumstances;
- The procedures that you have completed in the Netherlands;
- Your return options;
- Arrangements that you have made and interviews / conversations that you have conducted.

You will receive this help on condition that you are truly working on your departure from the Netherlands. If you fail to live up to the arrangements that were made, and can't provide good reasons for such failure, the supervisor departure will assume that you are not working actively on your departure. This will hold consequences for you. For example, you may be placed in detention and forcibly removed if you are not working actively on your departure.

You can contact your supervisor departure when something is unclear or when you want to provide information. You will be given his or her telephone number.

## Your (replacement) travel documents

You will need travel documents to get into your country. If you do not have a travel document, it will have to be sent to you or you will have to request it from your consulate or embassy. Many consulates and embassies require that documents be included with your request, in order to prove your identity and nationality. This could be an identity document, a family record or a birth certificate.

The consulate or embassy may invite you for an interview, to explain your written request for a (replacement) travel document. The DT&V will assist you. The DT&V will book your trip to your country of origin and will inform you of the time and date, as soon as the consulate or embassy has issued your travel document. If you return voluntarily, with assistance from an independent organisation, they can also escort you to the consulate or embassy and then book your trip.

Along with this fact sheet, you will also receive a fact sheet from the DT&V, explaining the interview process with your consulate or embassy. Your supervisor departure can also show you a short informative film on this. Ask him or her to show this film to you or visit the Repatriation and Departure Service's YouTube channel.

## Your departure deadline has lapsed

Your provisions will be stopped if you fail to leave the Netherlands on time. You will no longer be given accommodation or a financial allowance and your insurance will be cancelled.

One of the following situations may occur:

- You will still leave on your own initiative, whether or not with support.
- You will be placed in a detention facility for foreign nationals. This means that you will no longer be able to move about freely, and will be forcibly removed. The DT&V will request a (replacement) travel document for you, allowing you to return to your country of origin.
- If you have minor children, you will be moved to family housing pending arrangements for your departure.
- You may be placed in a freedom restricted location for a short while, pending arrangements for your departure from the Netherlands.
- You must leave the reception location and are an illegal foreign national in the Netherlands.

## Who plays a role in your departure?

*The Repatriation and Departure Service (DT&V)* tells you which documents you will need to leave the Netherlands and how long you have to arrange your departure. You can get advice on who to approach and the documents to request in order to prove your identity. In the departure interviews, the DT&V will also help you to plan the actions that you must take to arrange your departure. You can ask the DT&V to play a mediating role in the contact with your country's authorities when obtaining (replacement) travel documents.

*The Central Agency for the Reception of Asylum Seekers (CARAS)* will help you to call people who can arrange documents for you. You do not have to pay for calls if you call via CARAS. CARAS will help you to send letters and faxes to people who can arrange documents for you. You do not have to pay anything if you send letters or faxes – in connection with organising your departure – via CARAS.

*The police* might be present at the final interview. If you do not work actively on your voluntary departure, there is a chance that you will have to leave the asylum seekers' centre or that you will be placed in a detention facility for foreign nationals.

*The International Organisation for Migration (IOM)* is an independent organisation that supports migrants around the world. The IOM works on humane and orderly migration that benefits migrants and societies. You can use the voluntary return programme offered by the IOM when you will be leaving the Netherlands voluntarily and come from a country with a visa requirement. The IOM will give you practical information regarding return and reintegration and will help you to arrange your departure from the Netherlands. If you want to talk to a representative of the IOM you can make an appointment at the CARAS front desk, attend the walk-in consultation hour, or make an appointment via 088 746 44 66.

*The Dutch Council for Refugees (VluchtelingenWerk, VWN)* is an independent human rights organisation and presents the interests of asylum seekers. The VWN will give you information and will explain the asylum procedure and your voluntary departure and reintegration in your country of origin. The VWN is part of a global network of non-governmental organisations that support migrants with voluntary departure and permanent reintegration. You can find contact information for the office closest to you on the VWN's website ([www.vluchtelingenwerk.nl](http://www.vluchtelingenwerk.nl))

There are also other *non-governmental organisations* that can help you with information, advice, preparation and support in connection with voluntary departure and reintegration in your country of origin. The relevant organisations and their contact details are available at [www.infoterugkeer.nl](http://www.infoterugkeer.nl).

If you are staying at an asylum seekers' centre (AZC), at the freedom restricted locations (VBL) or in family housing (GL), you can approach the Health Centre for Asylum Seekers (GCA) with complaints and questions relating to your health. If the GCA feels that it is necessary, you will be referred to a general practitioner, dentist or hospital specialist.

## How does the DT&V process your personal information?

The DT&V will need your personal information in connection with your departure. This information will be processed in an automated system. This information could include your name, date of birth, place of birth and nationality. If necessary, the DT&V will also disclose this information to the consulate or embassy, in order to request a (replacement) travel document. The Personal Data Protection Act governs the way in which this personal information is processed. This implies, amongst other things, that you are entitled to see what information the DT&V is processing in connection with you. If you want to look at the information you can ask your supervisor departure.

The DT&V is entitled to use your personal information in order to pursue the repatriation policy. This is governed by public law. However, you are entitled to object to the DT&V if highly exceptional personal circumstances lead you to believe that the DT&V should not use your information. You can discuss this with your supervisor departure.

## To conclude

This fact sheet is a representation of laws and regulations, in which legal terms and descriptions have been avoided whenever possible. The fact sheet does not serve as a replacement of the applicable laws and regulations that remain in full force. More information is also available at the DT&V's website: [www.dtenv.nl](http://www.dtenv.nl)

You can make an appointment with your supervisor departure (whose telephone number you have been given) at the DT&V, to discuss questions regarding your personal situation.

If you are staying at an asylum seekers' centre (AZC), at the freedom restricted locations (VBL) or in family housing (GL) and you are not satisfied with your accommodations, you can file a complaint. Complaints will be dealt with by the Central Agency for the Reception of Asylum Seekers (CARAS) in accordance with the General Administrative Law Act (GALA, Chapter 9).

### *Complaints*

Do you have a complaint about the DT&V or about one of the DT&V officers? You can file a complaint if the incident took place less than a year ago. You can do so via the website [www.dtenv.nl](http://www.dtenv.nl) or in writing.

You can send your letter to:  
The Repatriation and Departure Service  
Attention: ILC  
PO Box 41  
2280 AA Rijswijk

It is not possible to submit a complaint in any other way. Filing a complaint will not have any influence on your residence status.