



Your admission application has been rejected and you must leave the Netherlands

Do you have difficulty reading this information sheet? If so, please, turn to your supervisor for further explanation.

You live in an asylum seekers' centre (azc), a Freedom-restricting centre (VBL), a Family centre (GL) or in a house in a municipality. This information sheet provides information on your departure from the Netherlands, because you were not granted a residence permit or your residence permit has been revoked.

After the IND rejected or revoked your application or repeated application for admission, or your residence permit has been revoked, you must start arranging your departure from the Netherlands. It is not allowed to reside illegally in the Netherlands. Please, carefully read this information sheet, even when your appeal proceedings are pending and you have not yet exhausted all legal means.

The written decision by the IND tells you how many days you have to leave the Netherlands. You yourself can choose the way in which you would like to leave the Netherlands.

- 1 You leave the Netherlands independently in a dignified manner, possibly with the help and support of the Dutch government.
- 2 The Dutch government forcibly deports you.

How can you yourself arrange your return?

The Repatriation and Departure Service (DT&V), the International Organization for Migration (IOM), the Dutch Council for Refugees (VWN) and several other non-governmental organizations can help you independently return in a dignified manner. The following points are important:

- If you want to be informed individually, please, get in touch with an independent organization, such as IOM or VWN, during consulting hours or by appointment at several locations across the country. They can provide you with information on how independent repatriation takes place, and what kinds of support exist to help you with your independent return and reintegration in your country of origin. If you want to return, you can make this known to the members off staff of the DT&V, IOM, COA or VWN at your reception centre. In case you do not reside at a reception centre, you can always send an email to info@dtv.minvenj.nl or fill in the form 'I wish to leave' on the website www.infoterugkeer.nl. You can also call to IOM's national number: 088 746 44 66 or send an email to the Council for Refugees at terugkeer@vluchtelingenwerk.nl.
- You will be invited for interviews with the DT&V. Be sure to attend. If you are unable to attend, you must at all times cancel your appointment and make a new one. Failing to do so, will have consequences.
- Apply in time for a travel document, or a replacement travel

- document, at your embassy or consulate. If you need any help with this, you can turn to the IOM or to other independent organizations. The supervisor of the DT&V may apply on your behalf for a travel document or a replacement travel document. For an application such as this, on occasion, supporting documents are required to prove one's identity and nationality. For instance an identifying document, a birth certificate, driving licence or a family booklet. When you go to the DT&V and other organizations for an interview, please bring these documents.
- It might be necessary to contact members of your family, acquaintances, your old school or the municipality you used to live in, in order to obtain documents (such as a family booklet, birth certificate, work or company pass or a school certificate) to prove your identity and/or nationality. You can contact them by telephone, through mail, fax, by email or internet, or through other channels. Here too, independent organizations might be of assistance to you. At all times, show your supervisor this correspondence, so that he is informed of your efforts in arranging your return. Simply communicating the things you have done will not suffice.

Independent repatriation with support.

If you wish to independently return to your country of origin for which a visa is required, then several independent organizations may help you with:

- information and advice on repatriation or resettlement in another country;
- the acquirement and payment of a travel document, or a replacement travel document;
- the arrangement and payment of a one-way airplane ticket to an airport as close as possible to your final destination;
- the assistance at Schiphol airport and the possible escort to an airport for transfer and/or the airport of your final destination;
- a financial contribution to pay for the first living expenses and accommodation in your country.

Alongside this repatriation support, several organizations are able to help you with the reintegration in your country of origin. For example, with a vocational training course, business skills training, with starting up one's own company or with finding certain medical or psychosocial care. The organizations in question and the possibilities for support can be found on www.infoterugkeer.nl.

If you wish to independently return to a country of origin that is exempt from the visa requirement, then neither IOM nor other non-governmental organizations will be able to help you. If necessary, you can ask your country's embassy or consulate for assistance.

Repatriation with the help of the DT&V

The DT&V will help you to arrange your departure from the Netherlands. When you make use of the DT&V's support, a supervisor will assist you with the realization of your return in a respectful and dignified manner.

For these interviews, you will receive written invitations. They can be collected at the reception desk of the Central Agency for the Reception of Asylum Seekers (COA). In case you reside in a municipality or a council house, your invitation will be sent to your home by mail.

You may, if you so desire, bring your lawyer or someone from the Dutch Council for Refugees (VWN) to this interview. However, this is something you will have to arrange yourself. The focus of the interviews you will have with your supervisor will be your departure from the Netherlands. The interviews will be about the existing possibilities to leave the Netherlands and about the preparations you yourself will have to make. Of course, the help DT&V can provide you with will also be discussed. For instance, arranging a personal interview at your embassy or consulate in case you have no travel documents at your disposal.

The supervisor will invite you a couple of times to come and talk with him or her about your situation. On a regular basis, you will discuss together as to how far you already managed to organize your return and what extra help you need in doing so. In these interviews, you will share and show what you have done to organize your return and what you are planning to undertake further. Agreements will be made on actions you are to take. A report will be made of every interview, so that all agreements are in writing. These reports are added to your file. Your file will consist of facts and circumstances relating to your situation, such as:

- Your personal details and personal circumstances;
- The procedures you followed in the Netherlands;
- Your options for repatriation;
- Agreements you made and the reports of your interviews.

You will receive this support on the condition that you indeed work on your departure from the Netherlands. If, however, you do not live up to the agreements made and you cannot provide a proper reason for this, the supervisor will then conclude that you are not actively arranging your departure. This will have consequences for you. For instance, when you are not actively working on your departure, you may be placed in a detention centre and will be forcibly deported.

In case something is not clear to you or if you want to pass on any information, then please contact your supervisor. You will receive their telephone number.

Your travel documents or replacement travel documents

In order for you to get entry to your country, you need a travel document. If you are not in possession of a travel document, you must have it sent to you or apply for one at your embassy or consulate. Together with the application form, many of the embassies or consulates require additional documents that can prove your identity and nationality, for example, an identifying document, a family booklet or birth certificate.

For an explanation of your written application for a travel document or a replacement travel document, you may be invited to an interview at the embassy or consulate. The DT&V will accompany you. As soon as the embassy or consulate has issued a travel document, the DT&V will book your journey to your country of origin and notify you as to when it is to take place. In case you independently return with the help of an independent organization, this organization could also accompany you to the embassy or consulate and subsequently book your journey.

In addition to this information sheet, the DT&V will give you another information sheet that contains further explanation on the interviews at your embassy or consulate. Your supervisor may also show you an information film. If you would like to watch it, please, ask for it, or go on the internet to the YouTube channel of the Repatriation and Departure Service.

Expiry of your time of departure

In case you have not departed in time, the services provided to you will be stopped. You will then no longer receive shelter nor allowance and your insurances will be discontinued.

The following situations may arise:

- You will still depart by yourself, be it with support or not.
- You will be detained for the purpose of deportation. This means that you are no longer free to go wherever you want and that you will be forcibly deported. The DT&V then applies for a travel document or a replacement travel document for you, with which you can return to your country of origin.
- In case you have minor children, you will be transferred to a Family centre in order to organize your departure.
- For a short period of time, you may be placed in a Freedomrestricting centre (VBL) in order to organize your departure from the Netherlands.
- You are to leave the reception centre, at which point your residence in the Netherlands is illegal.

Which parties have a role in your departure?

The Repatriation and Departure Service (DT&V) will point out which documents you will need to be able to leave the Netherlands and how much time you are given to arrange this departure. They can advise you who to approach and which documents you can request in order for you to prove your identity. In addition, during the interviews on your departure the DT&V will help you plan the actions necessary to take when arranging your departure. You may ask the DT&V to act as an intermediary in your contact with the authorities of your country for obtaining travel documents or replacement travel documents.

If you stay at a reception centre of the *Central Agency for the Reception of Asylum Seekers (COA)*; the agency will help you make calls to people who can arrange those documents for you. When you make calls through the COA, they are free of charge. The COA will help you send letters to and fax the people who can arrange documents for you. Letters or faxes sent through the COA that are related to the organization of your departure are free of charge.

The police will be, if necessary, present at the last interview. In case you do not actively work on your independent departure, it is possible you will be detained for the purpose of deportation.

The International Organization for Migration (IOM) is an independent organization that supports migrants worldwide. IOM is dedicated to promoting humane and orderly migration for the benefit of both the migrant and society. When you are about to leave the Netherlands independently and you originate from a country for which a visa is required, you can make use of IOM's Voluntary Return Programme. IOM will provide you with practical information on return and reintegration and will assist you with the arrangement of your departure from the Netherlands. If you want to talk to somebody from IOM, you can make an appointment at the information desk of the COA, make use of the walk-in hours or make an appointment by calling 088 746 44 66.

The Dutch Council for Refugees (VWN) is an independent human rights organization. VWN can provide information and can explain the asylum procedure to you as well as your independent return to and reintegration in your country of origin. VWN is part of a worldwide network of non-governmental organizations that assist migrants in their independent return and sustainable reintegration. On VWN's website www.vluchtelingenwerk.nl, you may find the contact details of its nearest office.

There are other non-governmental organizations that may also provide you with information, advice and support, and help you prepare your independent return to and reintegration in your country of origin. The range of all those organizations and their respective contact details can be found on www.infoterugkeer.nl.

When you reside at an azc, the VBL or at a GL you can visit the Asylum Seeker's Health Centre (GCA) when having symptoms or questions about your health. When the GCA considers it necessary, it can refer you to a general practitioner, a dentist or a specialist at the hospital.

Protection of your privacy

The R&DS believes it is important that the return process is transparent, clear and reliable. For this reason, we carefully handle all personal data that we collect to realise departure from the Netherlands. We act in accordance with the applicable laws and regulations.

On the Privacy page on the website of the R&DS you will always find the latest version of our privacy statement with the following topics included: what personal data do we process, how do we get access to these personal data, use of cookies, the purpose of and the legal basis for the processing of personal data, the personal data storage period, third parties access to your personal data, security of your personal data, automated decision making, questions and requests about exercising your privacy rights.

In conclusion

This information sheet is an adaptation of legislation and regulations, in which legal terms and descriptions have been avoided as much as possible. This information sheet is no substitute for the legislation and regulations in force, which remains in full force. More information can be found on the website of DT&V: www.dtenv.nl

In case you have questions about your personal situation, you can make an appointment with your supervisor at the DT&V, who gave you his or her telephone number. If you reside at an azc, the VBL or at a GL and you are dissatisfied with your stay there, you may file a complaint. Complaints will be handled by the Central Agency for the Reception of Asylum Seekers in accordance with the General Administrative Law Act (Awb, Chapter 9).

Complaints

Do you have a complaint about the R&DS or about one of the R&DS 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 or in writing.

You can send your letter to:
The Repatriation and Departure Service
Attention: ILC
PO Box 164
2501 CD The Hague

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