



A personal interview with your consulate or embassy in order to obtain (replacement) travel documents

You can ask your supervisor for help if you have difficulty reading this information. You can also ask him or her to show you the informative film.

This fact sheet provides you with information on the personal interview with your consulate or embassy. The supervisor will receive the invitation for this interview on your behalf. The supervisor will inform you about the invitation, and will arrange with you for transport to the consulate or embassy.

The interview will take place at the consulate or embassy of the country that you claimed to have nationality for or to have lived in for a long time, or at the consulate or embassy of the country that the Repatriation and Departure Service (R&DS) believes you to be a citizen of.

The personal interview will take place at a consulate or embassy or in a Dutch government building such as a police office, a detention location, or a building of the R&DS or IND. Your supervisor can also show you an informative film on this interview. Ask him or her to show this film to you or visit the Repatriation and Departure Service's YouTube channel.

The consulate or embassy's role in the personal interview

The consulate or embassy will try to establish your identity and nationality during the interview, so you can return to your country. During this interview you will provide all the important verbal and written information that may be needed to establish your nationality. You must also provide (copies of) any official documents from your country that may be in your possession.

You can prove your identity and nationality with these documents. This could include documents from your country, issued by municipal authorities, schools, ex-employers, and so forth.

The Repatriation and Departure Service's role in the personal interview

The R&DS will give the consulate or embassy information that may be important in order to establish or confirm your identity and nationality. Prior to the interview, your supervisor will provide you with a copy of the request - for your (replacement) travel documents, along with the accompanying documents - submitted by the R&DS.

During this interview your consulate or embassy will only be told that you are not entitled to remain in the country and therefore have to leave the Netherlands. We will not tell them about the reason for your stay in the Netherlands or about any asylum application possibly submitted by you, or any crimes possibly committed by you. In some cases it might be possible to provide criminal justice information. Your supervisor will tell you about this beforehand. You are not obliged to provide this information under the Dutch laws and regulations.

You can approach your supervisor with questions or comments regarding your interview with the consulate or embassy.

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.

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 R&DS's website: www.dtenv.nl

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.