



You are being transferred to another European country

Another European country is responsible for processing your asylum application. The IND has told you which European country that is. DTenV (Repatriation and Departure Service) will arrange your transfer to this country. That is why we are inviting you for an interview.

Do you have an appeal pending against the IND's decision? It is still important that you come to the interview so that you are given the right information.



What will the interview be about?

You have an assigned contact person at the Repatriation and Departure Service (DTenV): the departure supervisor. The departure supervisor will talk to you about what is needed to ensure a smooth journey and transfer. The departure supervisor stays in contact with you until your departure.

Do you want to return to your country of origin or to another country outside Europe where you can legally reside? If so, tell your departure supervisor immediately and they will find out whether it is still possible.



What happens if you fail to cooperate?

You are obliged to cooperate with your transfer. This means that you must also attend the meetings with DTenV. The transfer period may be extended if you fail to cooperate. That will leave more time for you to be transferred. In the most extreme case, you may be held in immigration detention (closed setting) until you can leave the country. It is therefore important that you turn up for the interview with DTenV.

Please read this information carefully. Do you have difficulty reading? If so, ask your departure supervisor for an explanation. You can also scan the QR code and watch the video 'You have to leave for another European country'.





Privacy

DTenV respects your privacy. We handle your personal data carefully. You will find more information about this on our website. Do you have any questions about this? If so, ask your departure supervisor.



Complaints

Do you have a complaint about DTenV or a DTenV staff member? If so, discuss your complaint with your departure supervisor first.

If this does not get the desired result, please email your complaint to info@dtenv.nl.

Or send a letter to: Dienst Terugkeer en Vertrek,
Postbus 164, 2501 CD Den Haag.