



**HM GOVERNMENT OF GIBRALTAR
OFFICE OF THE DEPUTY CHIEF MINISTER
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PRESS RELEASE

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Government urges public to complain about border delays

The Government has been in touch with the Brussels-based European Citizen's Action Service (ECAS) regarding the unacceptable delays to enter or exit Gibraltar that have been deliberately generated by the Spanish authorities.

A meeting with the organisation took place in March during the visit of a Gibraltar delegation to Brussels.

These delays are a hindrance to the right of freedom of movement of EU nationals through the internal EU border between Gibraltar and Spain.

ECAS have set up a European citizens house website which includes an EU rights clinic in conjunction with Kent University, where they work in response to complaints.

These complaints can be made by tourists, aggrieved residents of Gibraltar, frontier workers and others affected by the inordinate delays at the border.

It is possible to complain using different methods including telephone, e-mail, Skype, Twitter and Facebook.

The website is www.citizenhouse.eu

The email address is rights.clinic@ecas.org

The telephone number is 0032 25480494.

The Skype address is [ecas_europe](#)

The Twitter address is [@ecas_europe](#)

The Facebook is www.facebook.com/pages/european-citizen-action

The Deputy Chief Minister Dr Joseph Garcia said:

“Those persons who are aggrieved by the unacceptable delays at the frontier are urged to complain straightaway and explain their personal experience to the contact details supplied. This will allow a database of complaints on the issue to be logged by the relevant persons in Brussels. It is also possible to complain if you have not been stuck in the queue yourself but you feel strongly that your EU right to freedom of movement is being undermined by Spain.”