



Deputy Chief Minister

## PRESS RELEASE

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### Frontier delays - Government gives details of addresses to complain to

The Government has received a number of enquiries from EU nationals requesting an address to complain to about the unacceptable situation at the border following the introduction of an Automated Border Control system on the Spanish side.

This has seen long delays to pedestrians who have been made to wait in over 30 degrees of heat in order to enter or exit Spain. Those waiting include persons who live in Spain and work in Gibraltar as well as tourists and residents from both sides of the border.

Complaints can be made at the following e-mail addresses:

1. The Office of the Commissioner with responsibility for border management:  
[dimitris.avramopoulos@ec.europa.eu](mailto:dimitris.avramopoulos@ec.europa.eu)
2. The email addresses of the South West of England and Gibraltar MEPs are the following:  
[ashley.fox@europarl.europa.eu](mailto:ashley.fox@europarl.europa.eu)  
[clare.moody@europarl.europa.eu](mailto:clare.moody@europarl.europa.eu)  
[julia.reid@europarl.europa.eu](mailto:julia.reid@europarl.europa.eu)  
[julie.girling@europarl.europa.eu](mailto:julie.girling@europarl.europa.eu)  
[molly.scottcato@europarl.europa.eu](mailto:molly.scottcato@europarl.europa.eu)  
[william.dartmouth@europarl.europa.eu](mailto:william.dartmouth@europarl.europa.eu)
3. The European Citizens Action Service (ECAS) general email address is:  
[info@ecas.org](mailto:info@ecas.org)
4. The Gibraltar Government frontier complaint form, which will be forwarded to the Commission:  
<http://www.gibraltar.gov.gi/onlineforms/frontier-queue-complaints>

Complainants should give their name and address as well as their nationality. They should explain the date and time when they were held up and include any other relevant information like the length of waiting time.