



We aim to be a customer focused organisation, offering a high quality service, making it clear what you can expect from us and what your responsibilities are in return.

Information on the process to make an application, including different application types and the time required to process them, is available on our website at: [www.gov.uk/visas-immigration](http://www.gov.uk/visas-immigration)

## You can expect us to.....

- provide you with the information online which you need to make your application
- make the application process clear and simple
- have service standards that make it clear how long we will take to process your application
- inform you if your application cannot be decided within these timescales
- provide you with the right information if you contact us while we are processing your application
- protect your personal documents and information
- explain the reasons for our decision and set out how you can get further information if your application is refused
- be helpful and polite
- be sensitive to the needs of our vulnerable customers
- take complaints seriously, investigating them fully and providing a considered response.

## We expect you to.....

- abide by the UK's immigration laws
- provide us with complete and accurate information on your application
- make your application in good time before you require a decision
- respond in a timely manner if we ask you for further information
- tell us if you have any particular requirements or unusual circumstances, or if your circumstances change (see contact information below)
- treat our staff with respect.

## We will monitor how we perform against these commitments

- We will ask you what you thought about our performance and listen, learn and act on what you tell us.

Details of how to contact us to provide information, ask a question or make a complaint are available on our website: [www.gov.uk/contact-ukvi](http://www.gov.uk/contact-ukvi)