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Guidance relating to applications for an extension of stay (limited leave to remain) in the United Kingdom for Work Permit or Training or Work Experience Scheme employment.

Valid from 06 April 2009

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PAYMENT GUIDANCE NOTES

Guidance relating to applications for an extension of stay (limited leave to remain) in the United Kingdom for Work Permit or Training or Work Experience Scheme employment.

Valid from 06 April 2009

Section 1: Introduction

1. Applications on form FLR(IED) are subject to a fee, unless the applicant is exempt (see Section 4 of these notes). These guidance notes provide details of the fee and aim to help you complete the payment slip. Please note that if your employer or representative has agreed to pay for your application, you should not fill in any part of the payment slip. In such a case you should complete the relevant Sections between 1 to 9 of the application form and then give the form to your employer or representative so that they may make arrangements for the payment and submission of the application.

Section 2: The Fee

2. For applications made on this form, there is a fee of £400 (postal service) for applications made by post and £600 (premium service) for applications made in person at a UK Border Agency Public Enquiry Office. To use the premium service at a Public Enquiry Office you have to book an appointment in advance.
3. It may be necessary to refer applications submitted in person for further consideration if a straightforward decision cannot be taken. If this is the case, it is unlikely that your case will be decided within 24 hours. Should your case be referred, you will **not** be entitled to a refund of the difference between the postal service charge of £400 and the premium service charge of £600.
4. The fee for the application is payable by the individual rather than their employer or representative. However, your employer or representative may decide to pay the fee to cover the cost of the application on your behalf.
5. If one or more of your dependants (ie a spouse, civil partner, unmarried partner, same-sex partner or child under the age of 18) are included in this application, the fee increases by £50 for each dependant applying with you, as set out in the table below:

Number of Applicants	Postal	Premium
Yourself and 1 dependant	£450	£650
Yourself and 2 dependants	£500	£700
Yourself and 3 dependants	£550	£750
Yourself and more than 3 dependants	Add £50 to the amount above for each additional dependant	

6. If your dependants apply separately at a later date, they will have to complete the form and pay the fee appropriate to the application they are making, currently a form FLR(O) with a fee of £465 for dependants of work permit holders.
7. Children aged 18 or over may not be included on this application form. They must apply separately on a form FLR(O) and pay the specified fee in each case.

Section 3: Consideration Procedure

8. The fee charged is for the processing and consideration of the application and not for the issue of a decision, therefore the fee will not be refunded in the event that an application is withdrawn before the decision is issued. In order for the UK Border Agency to be able to consider the application, the full fee **must** accompany the application form (unless the applicant is exempt).
9. We cannot begin the consideration process until the payment has cleared. Payments made by cheque will take five working days, credit/debit cards will take one working day and postal orders will clear immediately.

Section 4: Exemptions

10. In accordance with the 1961 Council of Europe Charter or the 1996 European Social Charter (revised), nationals of countries, which have signed and ratified the charter are exempt from the requirement to pay the fee for applications submitted on form FLR(IED). Therefore, individuals making applications on form FLR(IED) who are from **Albania, Andorra, Armenia, Azerbaijan, Croatia, Georgia, FYR of Macedonia, Moldova, Turkey and Ukraine** will be exempt from the charge. Details of further countries who sign and ratify the Council of Europe Charter or the European Social Charter (revised) and subsequently become exempt, will be included in our website at: www.ukba.homeoffice.gov.uk.

Section 5: How to pay

11. If you do not fall into the exempt category, the payment must accompany the application and the payment slip must be fully and accurately completed. Payment can be made by:
 - Postal Order;
 - Cheque (personal or business);

- Debit Card (Delta or Maestro UK only); and,
- Credit Card (Visa or MasterCard only).
Banker's draft
Cash, but only for applications made at a Public Enquiry Office.

Please do not send any cash by post.

12. Please note that we cannot accept multiple payment methods, for example part credit card and part cheque.
13. For **applications made by appointment and in person** at a Public Enquiry Office (premium service), if you wish to pay by credit or debit card, the cardholder must be present in order for the payment to be taken. If you are paying by cheque when applying in person, you will need a cheque guarantee card. Cheques will only be accepted up to the limit guaranteed by the card. Cheques must be made payable to **'Home Office Leave to Remain'** and crossed A/C Payee only if they are to be paid at the Croydon Public Enquiry Office.
14. Please note, we will not accept payment by any other means, including cheques and sterling drafts drawn on foreign banks.
15. For a payment to be valid the payment slip must be completed correctly.

Section 6: Multiple Applications

16. An employer or representative can submit up to 10 applications in one batch, covered by one payment slip, on behalf of several individuals. The fee must be paid in respect of each applicant (unless any of the applicants are exempt).
17. For each batch of up to 10 applications, the payment slip should only be completed on one application form, which should be the first application in the batch. The remaining applications in the batch should be attached to the first application, in the order in which the applicants are listed on the payment slip. Only one payment should be included for the batch.
18. A maximum number of 10 applications can be submitted for every payment slip under the multiple applications category. If more than 10 applications are to be submitted, they should be submitted in batches of (up to) 10 applications. A separate payment slip will need to be completed for each batch and a separate payment made for each batch. However a number of batches may be sent in one envelope. For example:
19. A postal application for 7 employees requires one payment slip plus one payment of £2,800. However, for the premium service the payment would be £4,200.
20. An application for 25 employees should be submitted in 3 batches as follows: 2 batches of 10 applications (each batch covered by one payment slip and a payment of £4,000 for the postal service or £6,000

for the premium service) and 1 batch of 5 applications (covered by a payment slip and a payment of £2,000 for the postal service or £3,000 for the premium service).

21. The sums given for the payment due in the above examples assume that all the applications are to be paid for and that no applicants have dependants. The following example includes a variety of different payment amounts:
22. A postal application for 10 employees - 2 are exempt, 3 paid for with no dependants, 2 paid for with 1 dependant each, and the other 3 have 3 dependants each. One payment slip will be required, and the amount to be paid will be made up as follows -

2 x Exempt	£0.00
3 x No Dependants	£1200.00
2 x with 1 Dependand	£900.00
3 x with 3 Dependants	£1650.00
TOTAL PAYABLE	£3750.00
23. If you are not exempt from payment please indicate the method of payment at question 8 and the amount paid at question 9 - also complete the relevant Sections as indicated below.

Postal Orders

24. Postal orders should be made payable to **'Home Office'** and should contain a valid post office stamp.
25. Please attach your postal orders to the front of the form.

Cheque Payments

26. For postal applications, the cheque must be made payable to **'Home Office'** and crossed A/C Payee only.
27. For applications made at the PEO, the cheque must be made payable to **'Home Office Leave to Remain'** and crossed A/C Payee only, you must have a cheque guarantee card with a limit sufficient to cover the amount to be paid.
28. Please make sure that the date and the amount (words and figures) are correct and that the cheque is signed properly.
29. Include the account number, the sort code, and the cheque number on the payment slip.
30. Please attach your cheque to the front of the form.
31. Paying by cheque will increase the time taken to process an application made by post.

Credit or Debit Card Payments

32. Such applications should contain the card number, the amount paid, the payer's name as it appears on the card, the valid from and expiry dates, card verification value (CVV) code, signature and date.
33. The Card Verification Value (CVV) is a three-digit security code. You will find this code on the back of

your card on the signature strip: it consists of the last 3 digits. If you do not provide the CVV number, we cannot take your payment and your application will be rejected as invalid.



34. For Maestro UK card users the issue number must also be completed.

Section 8: Duplicate Applications

35. In the event that more than one application for leave to remain is submitted in respect of the same individual, only one fee will be payable, that is the higher of the two appropriate fees as at the date of application or variation of an initial application.

Section 9: Withdrawn Applications

36. Once an application has been received, the appropriate fee will be charged. If a request to withdraw the application is received after an application is made, the fee will not be refunded, other than in the circumstances set out on our website. It is your responsibility to ensure that you wish to enter into the application process before you submit the application form.

Section 10: Insufficient payment

37. If the payment submitted does not cover the cost of the application (or, in the case of a multiple application, does not cover the costs of all the applications submitted) it will not be possible to consider the application. As such your application will be rejected as an invalid application and the form together with any documentation submitted will be returned.
38. If an overpayment is made, the application can be accepted and we will refund the difference

GUIDANCE NOTES

Guidance relating to applications for an extension of stay (limited leave to remain) in the United Kingdom for Work Permit or Training or Work Experience Scheme employment.

Valid from 06 April 2009

These guidance notes are to help you make an application on form FLR(IED).

Section 1: Who can apply on form FLR(IED)?

1. You can only apply on an FLR(IED) if you are applying for an extension of stay (limited leave to remain) in the UK in one of the following immigration categories:
 - Work Permit arrangements (WP);
 - Home Office Approved Training or Work Experience (TWES).

You should not use this form if your employer has not already submitted a work permit application on your behalf prior to 27 November 2008. If your employer has not applied for a work permit prior to 27 November 2008 you will need to qualify under Tier 2 of the Points based system, full details of which can be found on our website at www.ukba.homeoffice.gov.uk
2. This form should not be used if you are seeking to apply for limited leave to remain under the Highly Skilled Migrant Programme.
3. If you are unsure which is the appropriate application form to use in any particular situation, you may obtain further advice by telephoning the Enquiry Bureau on 0870 606 7766 or by visiting the www.ukba.homeoffice.gov.uk website.

Section 2: Changing Immigration Categories

4. Applications for an extension of stay (limited leave to remain) can only be approved for applicants already in the UK who satisfy the requirements of the immigration rules and who are in the UK within one of the following immigration categories. For group applications approved under the Sports and Entertainment criteria of the work permit arrangements, each individual member of the group should apply for their own leave to remain on a separate FLR(IED) form with the fee for each application made, unless the applicant is exempt.
5. For individuals applying under the Work Permit arrangements you should be in the UK as:
 - a work permit holder (both for extensions of stay in existing employment and change of employment applications);

- a student who has successfully obtained a degree level qualification at a UK higher or further educational establishment;
 - a student nurse, overseas qualified nurse, midwife, postgraduate doctor or postgraduate dentist who has a valid in-country work permit approval for employment as a nurse, doctor or dentist;
 - a participant on the Science and Engineering Graduate Scheme or the International Graduate Scheme;
 - a working holidaymaker who has spent more than 12 months in total in the UK in this capacity and who holds a valid in-country work permit approval for employment in an occupation listed on the UK Border Agency Shortage Occupations List;
 - a highly skilled migrant;
 - an innovator;
 - a person undertaking the PLAB test, a clinical attachment or a dental observation post, who has a valid in-country work permit approval for employment as a doctor or dentist;
 - a participant on the Fresh Talent: Working in Scotland scheme who holds a valid in-country work permit approval for employment in Scotland;
 - a tier 1 migrant.
6. For individuals applying under TWES you should be in the UK as:
 - a TWES permit holder;
 - a student.

Dependants

7. Form FLR(IED) can also be used to apply for an extension of stay (limited leave to remain) in the UK for the following dependants if they are applying at the same time as you, and you are applying in the WP or TWES categories: a spouse, civil partner, unmarried partner, same-sex partner, or child under the age of 18.
8. If they apply separately to you, they will need to apply on an FLR(O) form and pay the appropriate fee, if applicable. Dependent children aged 18 or over wishing to remain in the UK as your dependants need to make a separate application.

Section 3: What supporting documents should I include with my application for dependants?

9. You must provide two passport sized photographs for each applicant and dependant included on the application form. Failure to do this will lead to your application being rejected as invalid. For details about the specific requirements that these photographs must meet, you should ensure that you have read the separate UKBA photograph guidance which can be found on the UK Border Agency website.
10. As a guide you may also need to include:
 - evidence of your dependants' relationship to you;
 - evidence that you can support them and live without claiming any help from public funds.
11. If you are not married or in a civil partnership and are applying for an extension of stay in the UK for a partner (opposite-sex or same sex) we will need to see evidence of a two-year relationship. This may include:
 - evidence that any previous marriage, civil partnership, or similar relationship, has permanently broken down;
 - you have been living together in a relationship similar to marriage or civil partnership for two years or more;
 - documents showing joint commitments, such as bank accounts, investments, rent agreements or mortgages;
 - letters linking you to the same address; and,
 - official records of your address, such as your National Insurance card or health card.

Section 4: When should I apply?

12. For TWES and WP applicants, your employer should have been informed you have been granted approval for an Immigration Employment Document (IED), so that you can now apply for further limited leave to remain.
13. We advise you to apply for your further leave to remain as soon as possible following notification that your IED application has been approved **and in any event before your current leave expires**. If you apply after six months of the approval of your IED, your IED is no longer valid and your application will be refused. In this event you will need to apply under Tier 2 of the Points Based System as the work permit scheme is now closed for new applications. For full details of Tier 2 you should consult the UK Border Agency website.
14. For those seeking an extension to an existing IED, you should apply for further leave to remain no sooner than five weeks before your existing leave expires, and within six months of you or your employer receiving confirmation of your approval for an IED. Therefore you need to ensure that your

application for IED is applied for within these timescales.

Section 5: When can I start work?

15. You are unable to start work until you have received approval for your leave to remain application against your IED, unless you already have leave to enter or leave to remain in another immigration category that allows you to continue or commence full time work.
16. If you are in any doubt, you should phone the Enquiry Bureau on 0870 606 7766 or visit our website at www.ukba.homeoffice.gov.uk before taking up employment.

Section 6: Do I need to pay a fee?

17. You must pay the correct fee as required by law, unless you are exempt. If you fail to pay the correct fee, your application will not be valid and will be returned to you. Information on the current fees and how to pay is given in the Payment Guidance Notes.
18. If any dependants are included in your application you will need to pay an additional fee (see section 2 of the Payment Guidance Notes).

Section 7: How do I make sure my application is valid?

19. This is very important. Your application will be returned if it is invalid. This will delay the outcome and could also affect whether or not you have a right of appeal against the eventual decision, as you will only have a right of appeal if a valid application is made before the end of your authorised stay in the UK. To make sure that your application is valid, you need to do the following:
 - Use the right form for the category in which you are applying. To obtain another form, you can telephone the Application Forms Unit on **0870 241 0645**. If you are hearing impaired, we have a freephone textphone service on **0800 3898289**. You can also download application forms from www.ukba.homeoffice.gov.uk
 - Complete the relevant sections of the form by answering and completing all the questions or ticking the boxes that apply to you, as well as to any dependants included in the application. **Sections 1-3 and 5-9 of the FLR(IED) are specified as mandatory for all applicants, failure to complete all these sections will mean your application will be treated as invalid and rejected without consideration.**
 - Ensure all relevant declarations are completed, signed and dated.
 - **Provide 2 Passport photographs for each person applying on the form is specified as mandatory. Failure to submit these will result in your application being rejected without consideration.**
 - Provide all other relevant documents, including passports or travel documents, needed in support of your application and those of any

Payment Guidance Notes

dependants included in the form. If you cannot provide a particular document immediately, please explain the reason(s) and tell us when you will be able to let us have the missing item. If this document is required, your application will not be processed until it is received.

Section 8: Completing your FLR(IED)

20. Please complete the form by typing or printing the required details in English in **BLOCK** letters and in **BLACK INK**. The notes below are designed to help you in doing this. All sections should be completed on the application form, unless otherwise indicated.

Public Funds

21. Individuals subject to immigration control who have limited leave to enter or remain are not eligible for benefits or services listed as public funds in the Immigration and Asylum Act 1999 and the Immigration Rules. They should also have the basic means to support themselves and any dependants without the need to seek assistance from the State.

22. The following are regarded as Public Funds under the Immigration Rules:

- Housing and homelessness assistance;
- Attendance allowance;
- Severe disablement allowance;
- Carer's allowance;
- Disability living allowance;
- Income support;
- A social fund payment;
- Council tax benefit;
- Child benefit;
- Income-based jobseeker's allowance;
- State pension credit;
- Child tax credit;
- Working tax credit; and
- Housing benefit.

23. In some exceptional cases, the relevant benefits, tax credits or housing legislation allows individuals subject to immigration control to claim certain public funds in their own right. For example, reciprocal social security agreements allow nationals of some countries to claim certain funds despite being subject to immigration control. Further information can be found on the Home Office website www.ukba.homeoffice.gov.uk.

What doesn't count as public funds?

24. The term public funds only includes non-contributory benefits, tax credits, and housing and homelessness assistance. It does not include benefits based on National Insurance contributions, such as:

- contribution-based jobseeker's allowance;
- incapacity benefit;
- retirement pension;
- widows benefit and bereavement benefit;
- guardian's allowance; and,
- statutory maternity pay.

25. Also, treatment under the National Health Service, or education funded by a Local Education Authority (LEA), does not count as recourse to public funds.

Housing and homelessness assistance

26. Housing and homelessness assistance are included in the term public funds. However, this has a precise definition in the Immigration Rules:

- An allocation of housing, or grant of a licence or tenancy, by a local housing authority, for example through the "housing waiting list"; or,
- Housing assistance under homelessness legislation; or,
- Cases where the housing is provided for either of these purposes on the local authority's behalf, for example, by an independent housing association.

27. However, there are other types of housing that individuals subject to immigration control may receive which are not included in the definition of public funds under the Rules. These include:

- Housing provided independently by housing associations.
- Housing provided by key worker housing schemes.
- Housing paid for by employers, for example where an NHS Trust pays for housing for international nurses.
- Housing being received by your partner if they are not subject to immigration control.

Personal History Questions

28. Please note that Section 6 must be completed for each person included on the application form.

Documents required

29. The document checklist will help us to confirm the receipt of your documents and to safeguard them whilst they are with us. All documents must be originals. However, we will accept a certified photocopy for the purpose of validating the application if you cannot provide the original at the time of application and tell us when you will provide it. A certified photocopy of a document is one certified either by the issuing authority (such as a photocopy of a building society passbook certified by the building society) or by a notary. However, we are unlikely to grant your application without seeing the original document.

30. If all documentation is not supplied or additional documentation is required we will contact you and provide a relevant correspondence address to send the documentation to.

31. You must provide two passport-sized photographs. The full requirements for these photographs can be found in the UKBA Photograph Guidance document which is available on the UK Border Agency website. All applicants should ensure that all photographs submitted meet the requirements set out in this document. Failure to do so will result in your application being rejected as invalid.

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32. Students: If you are in the UK as a student please provide your original certificate which confirms that you have successfully obtained a degree level qualification at a UK higher or further educational establishment.

Declaration

33. Please sign and date the declaration. Where more than one applicant is included in the form, the signature must be that of the main applicant.
34. If you would like documents and correspondence relating to your application to be sent to your employer or representative, you should indicate this in the box provided at the end of the declaration. They will need to complete Section 10 of the application form (the "Representative Declarations").

Section 9: How to get advice on making an application

35. If you want advice about completing an application form or clarification on these guidance notes please contact the UK Border Agency, Work Permit Customer Contact Centre:

Telephone: 0114 207 4074

Fax: 0114 207 4000

9am to 5pm Monday to Friday
(excluding public holidays).

Email: wpcustomers@ind.homeoffice.gsi.gov.uk

Or write to us at:

Customer Contact Centre
Home Office
PO Box 3468
Sheffield
S3 8WA

Section 10: What if I want to use a representative?

36. This form is designed to let you make your own application.
37. Your employer may help you complete the form. However, it is your responsibility to ensure that the application is sent to us with the correct fee enclosed.
38. You may wish to use an immigration adviser, however you should take care when choosing one. **The Office of the Immigration Services Commissioner (OISC)** regulates immigration advisers. If your adviser is not a solicitor, barrister or legal executive you should ask if they are OISC authorised or exempt. Anyone else could be committing a criminal offence if they act on your behalf without being OISC authorised or exempted.
39. Your employer, or prospective employer, is permitted to give you immigration advice in connection with your application. If they are completing the "Representative Declarations" section of the form, then at the appropriate point they should tick the box marked "Within a category of person specified in an

Order made by the Secretary of State under subsection 84(4)(d) of the Immigration and Asylum Act 1999".

40. If you choose to make an application through a representative, such as a solicitor or other agent, we will correspond with them directly and send our decision on the application to them provided they are permitted to give Immigration advice. **Whether you choose to use a representative will not affect how quickly we consider your application.**
41. The UK Border Agency reserves the right to contact the applicant directly to verify details on the application.
42. If a representative makes an application on your behalf, and that representative is not permitted to provide advice and immigration services (by section 84 of the Immigration and Asylum Act 1999), the UK Border Agency will inform both you and the representative of the requirements of the Act, and send further letters to you.

Section 11: Authorised immigration advisers

43. A list of authorised advisers is from the OISC:

By phone: 0845 000 0046
(calls charged at local rate)

By Internet: www.oisc.gov.uk

By post: The Office of the Immigration Services Commissioner (OISC)
5th Floor
Counting House
53 Tooley Street
London
SE1 2QN

By fax: 0207 211 1553

By email: info@oisc.gov.uk

44. The OISC website also has links to websites for solicitors, barristers and legal executives.

Section 12: I have now completed my form. How do I apply?

45. You can submit your application using the Royal Mail postal service, by courier or in person by appointment at a relevant UK Border Agency Public Enquiry Office.

We are unable to accept emailed or faxed applications.

Please note that our case working offices are not open to the public.

46. Please note that the UK Border Agency is not responsible for any items whilst in transit to or from our offices.

Payment Guidance Notes

Postal and Courier Service

47. In order to simplify the validation procedure, please ensure that the application is packaged in the following order:
- application form with cheque or postal order (if applicable) secured to page one of the form;
 - any supporting letters;
 - passport(s); and
 - supporting documents.
48. If you wish to send more than one application in the same envelope, please ensure that each application is clearly distinguishable from the others by packaging each one separately. For a batch of up to 10 applications submitted as a multiple application, the cheque or postal order (if applicable) should be secured to page one of the first application in the batch.
49. If you submit an application form accompanied by the £600 fee via the post or use a courier service to the postal address we will process the application as a postal application and refund the excess monies.
50. Completed applications should be sent to the Payment Handling address below:
- UK Border Agency - FLR(IED)
PO Box 498
Durham
DH99 1WN
51. We recommend that you use Recorded or Special Delivery, as this helps us to record the receipt of your application. Please make sure that you keep a record of the Recorded or Special Delivery number.
52. You may alternatively wish to submit your application(s) by courier. These applications will only be accepted between 9am-5pm, Monday to Friday (excluding public holidays).
53. If you wish to send your application by courier the delivery address is:
- UK Border Agency - FLR(IED)
Millburngate House
Millburngate
Durham
DH97 1PA
54. Please note that the Payment Handling Service is independent from the UK Border Agency and do not process any applications. Furthermore, they do not have the capacity to deal with public callers.
55. If your application is sent to any address other than our Payment Handling address (see 50/53) this will delay the processing of your application.
56. All payments are processed by a Government approved Payment Handling Service, who will check the following:
- if payment is necessary;
 - the payment slip is completed correctly;
 - the payment method is valid; and,

- the validity of an application, which has been identified as falling into the exempt category.

In Person at the PEO

57. A same-day service is offered to people, by appointment only, who apply in person at the PEO. The premium rate (£600) has to be paid for applications that are dealt with under this same-day service (unless the applicant is exempt - see Section 4 of the Payment Guidance Notes at the beginning of these notes). You should also note that the same-day service will only be provided where the form is completed correctly, all necessary documents are provided (to expedite the process this should include your IED), no further enquiries are necessary, and the application is not particularly complex. If you use this service please make sure that you apply before the end of your authorised stay.
58. Please note the premium service for FLR(IED) applications will be carried out on an appointment basis only. Appointments should be made in advance by contacting us on the telephone number given below. You should make an appointment only when you have obtained and completed the correct application form and have all the required documents and photographs.
59. The address and current opening times of the PEOs are given below:
- Croydon
Public Enquiry Office
Lunar House
40 Wellesley Road
Croydon
CR9 2BY
- Monday to Friday (excluding public holidays)
8.00am to 4.00pm
- Birmingham
Public Enquiry Office
Dominion Court
41 Station Road
Solihull
Birmingham
B91 3RT
- Monday to Friday (excluding public holidays)
9.00am to 4.00pm
- Glasgow
Public Enquiry Office
Festival Court
200 Brand Street
Goven
Glasgow
G51 1DH
- Monday to Thursday 8.30am to 4.30pm
Fridays 8.30am to 4.00pm
(excluding public holidays)

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Liverpool
Public Enquiry Office
Reliance House
20 Water Street
Liverpool
L2 8XU
Monday to Friday 8.30 - 4.00

Sheffield

Public Enquiry Office

Vulcan House, Orchard Entrance

6 Millsands

Sheffield

S3 8NU

Monday to Friday 9.00 – 4.00

For appointments or general enquiries for any of
any of the above PEOs please contact IEB.

Tel: 0870 606 7766

60. For up-to-date information on opening times and services, please check the PEO page on our website www.ukba.homeoffice.gov.uk or telephone 0870 606 7766.

Multiple Applications at Croydon PEO

61. Croydon PEO holds a list of recognised representatives and organisations who are allocated a certain number of applications that they are able to submit on a given day. Representatives who are on this list may only submit the number of applications which has been allocated to them. If they want to submit more applications than this on a given day, they should submit those extra applications by post.
62. Representatives who are not on this list are unable to submit multiple applications at Croydon PEO. They are also unable to use the appointment service at PEO as this is for use by individual applicants submitting their own application in person. Instead they should submit their applications by post.
63. Further information for representatives wishing to join this list is available on our website www.ukba.homeoffice.gov.uk.
64. We recommend that representatives who are attending the Croydon PEO with multiple FLR(IED) applications make sure that they are very careful to check the validity of each case, especially when submitting payments that are issued centrally and not by the person submitting the payment on the day. We cannot accept a cheque or banker's draft for more than the total value of the number of valid applications being submitted.
65. In summary, we can only complete multiple FLR(IED) applications in the Croydon PEO if:

- you are a recognised representative or organisation that has agreement with the Croydon PEO to submit an agreed number of applications on a prescribed day;
- you use a valid method of payment;
- the payment covers the total cost of processing all of the enclosed applications.

66. We will not consider any of the applications within the multiple FLR(IED) application until we receive valid payment for the correct number of valid applications.

Section 13: How long will it take to decide my application?

67. Please see our website: www.ukba.homeoffice.gov.uk for details of our service standards.
68. Please note that all your documents, including your passport, will be returned by **Recorded Delivery**.
69. If you wish your passport and documents to be returned to you by Special Delivery, you will need to provide a prepaid Special Delivery envelope appropriate to the size and weight of the documents submitted.

Section 14: What if I want to travel before my application has been decided?

70. We would advise you not to make any plans for non-urgent travel outside the UK until we have returned your own and any dependants' passports or travel documents. If you request the return of your passport to travel outside the UK whilst your application is with the UK Border Agency, then your application will be withdrawn. In these circumstances your documents and passport will be returned to you. You will not receive a refund. If you still wish to pursue your application a new application will have to be made at a later date, and include a new fee.

Section 15: Where will the UK Border Agency send the decision and any other letters?

71. We will send all letters to the applicant named on the application form unless you are using a solicitor or other representative. In most cases we will send the decision and all letters to them unless they are not permitted to provide immigration advice or service under section 84 of the Immigration and Asylum Act 1999.

Section 16: How can I contact the UK Border Agency?

72. Please do not contact the UK Border Agency before a decision on your application is likely to have been made (see www.ukba.homeoffice.gov.uk for service standards and latest performance information), unless you have an urgent enquiry. If you do need to contact the UK Border Agency, please use email wherever possible.
73. For general enquiries, please contact our Customer Contact Centre, the contact details are provided in Section 9 of these guidance notes.

Payment Guidance Notes

If you have received correspondence requesting further information relating to your LtR application and have a query regarding this you should contact the number at the top of the letter.

74. When contacting the UK Border Agency by telephone please make sure you have the following information to hand, and when contacting us in writing please provide the following details in your letter or email:

- applicant's full name, date of birth and nationality;
- employer name for WP and;
- your TWES, or WP reference number or;
- the Recorded or Special Delivery number (if applicable);
- the date on which the application was posted; and
- your Home Office reference number if you have one.

75. Please do not send any correspondence about your application to the Government approved Payment Handling Service in Section 12 of these Notes, as this address is for processing the payment only.

Section 17: Data Protection Notice

76. We will treat in confidence all information you provide in connection with your application. But we may disclose it to other agencies for immigration and nationality purposes or so they can carry out their jobs. The information in the Payment Slip will be known to the Payment Handling Service who work for the Home Office processing application payments.

Section 18: Translations

77. Translations of documents are to be undertaken by the applicant prior to submitting to the UK Border Agency. Translated documents should have an official authenticated stamp confirming that the translator belongs to a professional body.

Section 19: How do I make a complaint?

78. If you are unhappy with the standard of service you have received and you wish to make a complaint, please contact us at:

North East, Yorkshire and the Humber
Customer Service Unit
UK Border Agency
PO Box 3468
Sheffield
S3 8WA

Email: NEYHCustomerSE@ukba.gsi.gov.uk
Fax: 0114 207 2886

79. Please be aware that you will be advised to send all complaints in writing.
80. If your complaint is about general procedures within the UK Border Agency we will reply within 20 working days of receiving your letter.
81. If your complaint is about the behaviour, attitude or general conduct of a member of our staff, we will reply within 12 weeks of receipt of your complaint, to allow time for an investigation.
82. If it is not possible to give you a full reply within these timescales, for example because a detailed investigation is needed, we will provide you with an interim reply. This will tell you how we are dealing with your complaint and when you can expect a full reply.
83. The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be an appropriate senior official.
84. If you are still not satisfied, you can ask your local Member of Parliament to contact the independent Parliamentary Commissioner for Administration (the Ombudsman) to review your complaint and how it has been handled. If the Ombudsman is satisfied that your complaint has been dealt with fairly, they will close your case and we will not respond to further correspondence about the matter.
85. A copy of the Complaints Procedure is available to customers on request. If you want a copy, please contact our Customer Contact Centre on telephone: 0114 207 4074.

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