Do not complete this form if you:

- Are unhappy about a decision we have made or if you want to ask for a review.
- Have been refused entry to, or leave to remain in the United Kingdom and you want to appeal
- · Have had goods or a vehicle seized
- Want to comment on immigration policy or legislation
- Want to report someone you believe is working illegally, or has made a false application to stay in the UK, or is involved in smuggling
- Want a general update on the progress of your application.

Please go to www.gov.uk for more information.

Where to send your complaint

By post:

Complaints Allocation Hub Central Point of Receipt 11th Floor Lunar House 40 Wellesley Road Croydon CR9 2BY

By email:

Complaints@homeoffice.gsi.gov.uk



What will happen?

We will investigate with your complaint and reply to you within 20 working days. If your complaint suggests serious professional misconduct we aim to respond within 12 weeks, following an independent investigation.

Not happy with the way your complaint has been handled?

You can write to us and request that we review how we handled your complaint but not the outcome.

Parliamentary and Health Service Ombudsman

If you are still not satisfied you can ask a UK Member of Parliament to raise your concerns. Before you do this, the Parliamentary and Health Service Ombudsman expects you to have completed our complaints process unless there are exceptional reasons for you not to have done so.

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How to complain

Home Office complaints form for UK Visas & Immigration (UKVI)

We are responsible for making millions of decisions every year about who has the right to enter the UK to visit, study or stay, with a firm emphasis on national security and a culture of customer satisfaction for people who come here legally.

UKVI is an operational command of the Home Office.

If you are not satisfied with the service you have received, or the professional conduct of UKVI staff, you can use this form to complain.

We take complaints seriously. We aim to deal with complaints quickly and put things right if they go wrong.

We encourage you to use email to complain where possible, as you are likely to receive a quicker reply. You can do this using the website: www.gov.uk/government/organisations/uk-visas-and-immigration/about/complaints-procedure or email us at: Complaints@homeoffice.gsi.gov.uk

Tell us as much information about yourself as you can. This will help us to find the information relevant to your case, and to contact you about it. If you are completing this on behalf of someone else add their names under "What information should you give?"

Representative or sponsor
Surname
First name
Your name/ (applicants name) Other
Surname
First name
Date of birth (Day/Month/Year)
Nationality
Home Office case reference
Tick the box if the complaint involves children
Address
Postcode
Telephone
Email
Contact address (if different from above)
Postcoda

Details of complaint

We only accept complaints in English or Welsh.

If your complaint is about an incident which is more than three months old we will only investigate if there are good reasons why you could not complain earlier.

What information should you give?

- The case names if you are completing this on behalf of someone else
- Full details of the matter you are complaining about (including times, dates and locations).

Details of any raimburgement issues Including original papers & receipts to support your claim

- The names or identifying numbers of any staff you have dealt with.
- Details of any witnesses to the incident, (if appropriate).
- Copies of the relevant letters or papers.

Details of any reimbursement issues including original papers & receipts to support your claim
Continue on a separate sheet if you need to. On the other side of this form you will find details of where to send your complaint.
Please tick the box if you wish to have the reply sent: by email by post