



Home Office

Transfer or refer a case

Transfer or refer a case

About this guidance

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This guidance tells caseworkers, entry clearance officers and Home Office officers how to transfer or refer a case to another unit.</p> <p>Initial checks</p> <p>A caseworker must have conducted all initial checks before deciding where to transfer a case. For more information on how to complete these checks see link on left: Initial Checks.</p> <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contacts – This page explains who to contact for more help if your line manager can't answer the question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>The safeguard and promote child welfare page explains your duty to safeguard and promote the welfare of children and tells you where to find out more Information.</p> | <p>In this section</p> <p>Changes to this guidance</p> <p>Contact</p> <p>Information owner</p> <p>Related links</p> <p>Safeguard and promote child welfare</p> |
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Transfer or refer a case: changes to this guidance

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This page lists the changes to the 'Transfer or refer a case' guidance, with the most recent at the top.

| Date of the change | Details of the change |
|--------------------|--|
| 23 June 2017 | Referring NHS cases to the Interventions and Sanctions Directorate page renamed and changed to show all the types of referral to make with link to new Sanctions: refer case to Interventions and Sanctions Directorate (ISD) guidance. |
| 30 June 2016 | References to the disbanded NEYH verification team and NEYH international liaison team deleted. |
| 05 May 2016 | Change request: <ul style="list-style-type: none">• changes to how cases are referred to RC• deleted section on 'referring non criteria FNO cases to removals casework'• deleted reporting centre referrals• changes to how cases are referred to the FRU by RC and other business areas• minor housekeeping changes by the Guidance, Rules and Forms team |
| | For previous changes you will need to access the archived guidance. See related link: Transfer or refer a case - archive. |

Related links

[Referring cases to the Interventions and Sanctions Directorate](#)

See also

[Contact](#)

[Information owners](#)

Transfer or refer a case - archive

Transfer or refer a case

Transfer or refer a case: initial checks

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| | <p>Official – sensitive: end of section</p> <hr/> | |
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How to transfer a case on CID

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European casework: North West region only

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| <p>About this guidance Initial checks How to transfer a case on CID European casework - case ownership and harm matrix North West region How to refer cases to removals casework Referring cases to criminal casework Referring a case to special cases Making a counter-terrorism referral Referring cases for removal Making a referral to a regional intelligence unit Refer or defer entry clearance cases Referring a case to a medical officer Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells caseworkers in the North West region only how to follow the nationally agreed harm matrix as part of the Euro case consideration.</p> <p>For all other regions you must follow the process that your team has in place for these cases.</p> <p>Applications from EEA Nationals - EEA 1 / EEA 3 case types</p> <p>Cases assessed as a harm A category which meet the criminal casework (CC) threshold must immediately have case ownership transferred to CC.</p> <p>Cases assessed as a harm A category which do not meet the CC threshold must be referred to the regional case ownership team.</p> <p>Cases assessed as harm B or C must have the ownership closed on CID and the file sent to layby or to the relevant unit for any further action.</p> <p>Applications from third country nationals - EEA 2 / EEA 4 case types</p> <p>Cases assessed as a harm A category which meet the CC threshold must immediately have case ownership transferred to CC.</p> <p>Cases assessed as a harm A category which do not meet the CC threshold must be referred to the regional case ownership team.</p> <p>Cases assessed as harm B or C must have ownership transferred to the relevant regional case ownership unit for them to take forward any enforcement action.</p> <p>For more information see related links:</p> <ul style="list-style-type: none">• European casework process diagram• The harm matrix | <p>Related links See also</p> <p>European casework process diagram</p> <p>The harm matrix</p> |
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| | <p>For information on how refer a case to CC see the link on the left: Referring cases to criminal casework.</p> <p>For information on how to transfer a case to removals casework see the link on the left: How to refer cases to removals casework.</p> | |
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How to refer cases to removals casework

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- required by removals casework to conclude the judicial review)
- no outstanding applications
- no criminal deportation cases

The workflow and allocation team monitor all referred cases and decide if they meet the acceptance criteria. If a case is accepted, the team will allocate the case to the appropriate casework team. It is the responsibility of the referring team to check CID to ascertain whether the case has been accepted or rejected. A rejected case will not be progressed by removals casework.

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Referring cases to removals casework: signpost route

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This page tells you how to refer cases to removals casework using a specific admin event as a signpost.

The referring units must input the following admin events on CID on the latest refusal case type:

| Referring unit | Admin event | Admin Event Code |
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| National Removals Command (to be used when a subject is released from detention and further casework is required) | RCC – NRC Signpost | RCCNRCSP |
| Immigration Compliance and Engagement (ICE) teams (to be used when an immigration offender is encountered but not detained) | RCC – ICE Signpost | RCCICESP |
| Litigation Operation teams (to be used to notify JR cases that have been concluded or JR cases that require casework action) | RCC – LOE Signpost | RCCJRUSP |
| Litigation Operation teams (to be used once a PAP has been responded to but a further decision is required) | RCC – PAP Signpost | RCCPAPS |
| Interventions and Sanctions Unit (to be used to flag cases requiring casework) | RCC – ISU Signpost | RCCISUSP |
| Temporary and Permanent Migration (to be used to a refer a case directly which requires casework) | RCC – UKVI Signpost | RCCUKVISP |

Related links

Email: Removals casework workflow and allocation team

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| action, bypassing the Capita contact process) | | |
| Reporting Offender Management (to be used when an individual/family is reporting but further casework is required) | RCC – Reporting Signpost | RCCRERSP |
| All other referring units (to be used to refer a case from any other business area where casework action is required) | RCC – Proforma Signpost | RCCPROFSP |

Admin events are created by clicking on the Admin Event button in the Case Details screen and entering the admin event code into the 'Event Type' field or selecting from the options after clicking on the 'List of Values' button.

All referrals must include a note on 'person notes' providing a short summary of why the case is considered suitable for referral to removals casework, what action is required by removals casework and if there is a deadline by which that action must be completed.

There is no longer a requirement to complete form (ICD.4616).

Urgent cases

If a case requires urgent consideration you must email RCC Workflow Queries setting out the reasons for the urgency as well as adding a person note on CID.

Confirmation of acceptance or rejection

When referring a case to removals casework you must make sure the case has been successfully transferred before you are no longer responsible for the case. The case will not be considered to have been completely transferred until the case has been accepted and CID has been updated by the workflow and allocation team.

If the case is accepted by the workflow and allocation team, ownership of the case will be updated on the 'Ownership' tab. A case type 'Removals Casework' will be added under the

'Associated Cases' field and a note will be placed in person notes. These actions confirm transfer of ownership to removals casework.

If a case is rejected by the workflow and allocation team, CID person notes will be updated with reasons why the case has not been accepted. An admin event 'RCC- Rejected' will also be created in the 'Admin Event' screen. These actions confirm rejection of the case. The case will remain your responsibility and you will need to resolve any outstanding issues before referring it again for reconsideration.

Ownership

If the case type is recorded as Removals Casework and there is no outcome, removals casework already has ownership. You must therefore always check ownership on CID before deciding if referral is necessary.

Where ownership is already with a removals casework team, the referring unit must contact the case owner and not use the signposting route.

Where ownership is with the workflow and allocation team, the referring unit must email RCC Workflow Queries.

Bulk Referrals

It is open to teams to make bulk referrals. To enquire about making a bulk referral, please email RCC Workflow Queries to discuss further.

Files

At the point of signposting a case to removals casework the file must either be retained by the referring team or sent to Iron Mountain Storage. Files must not be sent to removals casework. If the case is accepted by removals casework, they will request the file at a later date. (ICD.4616)

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Referrals to the family returns unit (FRU)

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- take a photocopy of the front cover, bio data and photo page of any travel documents (including any pages where dependants are added to an adult's passport) for the file and return the originals to the valuable document bank (VDB) following the guidance and updating CID (see link on left) and Record Management System (RMS) (see related link)
- update the removals casework case type with the outcome 'RCC Tasked Family Returns'
- amend the allocated to (unit) field on the case maintenance field on CID to 'RCC Family Returns Team'

Once FRU have confirmed acceptance of the case, you must send the Home Office (HO) file to FRU, Leeds via RMS. If you do not have the file, you must request that it is sent to FRU, Leeds.

Referrals from other business areas

If you are happy the case meets the acceptance criteria, you must complete the following action to transfer the case to the FRU:

- create admin event 'RCC Family case to family support team' on CID
- amend the allocated to (unit) field on the case maintenance field on CID to 'RCC Family Returns Team'

Once FRU have confirmed acceptance of the case, you must send the HO file to FRU, Leeds via RMS. If you do not have the file, you must request that it is sent to FRU, Leeds.

Confirmation of acceptance or rejection

If a case meets FRU's acceptance criteria they will create the admin event 'RCC FRU accept' on CID and accept case ownership.

If a case referred from another business area is not accepted by FRU, they will create the admin event 'RCC FRU reject'.

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| | <p>If a case referred from the Removals Casework team is not accepted, FRU will remove the removals casework case type 'RCC tasked family returns' and update the person notes, setting out the reasons for rejection and pushing the case back to the referring caseworker.</p> <p>The above actions confirm the case has been rejected and so the case will remain your responsibility. You will need to resolve any outstanding issues with the case before referring it again.</p> | |
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Referring cases to criminal casework

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Criminal casework: contact details

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| Teams and/or location | Telephone number |
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| Croydon casework teams - 3, 5, 6, 9, 10 | 020 8253 6455 |
| Croydon casework teams - 15, 17, 18, 19, 21, 25 | 020 8253 6202 |
| Croydon casework teams – 1, 11, 12, 13, 14 | 020 8760 1457 |
| Croydon security and special cases unit European Economic Area Mentally disordered offenders Casework teams – 4 and 16 | 020 8760 8041 |
| Liverpool | 0151 213 2168 |
| Leeds | 0113 341 3373 |

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Referring a case to special cases

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Making a counter-terrorism referral

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Making a referral to a regional intelligence unit

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Refer or defer entry clearance cases

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Entry clearance cases: what is a referral or deferral?

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells entry clearance officers (ECOs) about referrals and deferrals.</p> <p>What is a referral? A referral is where an application is referred to Home Office visas and immigration for a decision.</p> <p>The majority of decisions will be made at post. It is important that posts do not make a decision locally on applications that do not fall within the Immigration Rules without referring.</p> <p>Once a referral has been made, posts cannot make any decision on that application but must wait until they get a response.</p> <p>If a referral leads to the refusal of entry clearance, any subsequent appeal must be handled by the section which refused the referred application, including authority to issue a visa outside the Immigration Rules.</p> <p>If referred casework unit (RCU) decides that an application does not meet the relevant criteria, posts must draft the refusal notice using the suggested wording provided by RCU and handle any subsequent appeal.</p> <p>After a referral has been made to RCU, the applicant may appeal the decision and provide additional evidence of compelling compassionate circumstances and the case will now meet the criteria. In these cases the ECO can refer the case back to RCU for consideration outside the Immigration rules.</p> <p>What is a deferral? A deferral is when posts delay making a decision on an application because they require more information or advice.</p> <p>For more information, see related link: When to defer an application.</p> | <p>In this section</p> <p>When to refer an application</p> <p>When to defer an application</p> <p>Categories that are mandatory referrals</p> <p>How to refer or defer an application</p> <p>Contacts for referred and deferred cases</p> <p>Processing times for referrals and deferrals</p> |
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Transfer or refer a case

Entry clearance cases: when to refer an application

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells entry clearance officers (ECOs) when to refer an application.</p> <p>You must refer categories of entry clearance applications, listed in the mandatory referrals, to Home Office visas and immigration for a decision. You must decide all other applications, including those that have been deferred, unless the case is particularly unusual or difficult.</p> <p>For a list of mandatory cases, see related link: Categories that are mandatory referrals.</p> <p>You must not use the referral procedure solely as a means of passing the responsibility for a decision in a difficult case to London. To refer a case which can be decided locally wastes resources and delays decision making.</p> <p>For contact details of where to refer or defer applications, see related link: Contacts for referred and deferred cases.</p> | <p>In this section</p> <p>What is a referral or deferral?</p> <p>When to defer an application</p> <p>Categories that are mandatory referrals</p> <p>How to refer or defer an application</p> <p>Contacts for referred and deferred cases</p> <p>Processing times for referrals and deferrals</p> |
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Transfer or refer a case

Entry clearance cases: when to defer an application

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Transfer or refer a case

Entry clearance cases: mandatory referrals

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells entry clearance officers (ECOs) which categories are mandatory referrals.</p> <p>A mandatory referral must always be referred to another team to make an immigration decision.</p> <p>An application which is a mandatory referral on nationality grounds can be refused locally, if it does not meet the requirements of the Immigration Rules.</p> <p>Referred casework unit (RCU)</p> <p>Certain categories of application that do not fall within the Immigration Rules must be referred to RCU. These include:</p> <ul style="list-style-type: none">• other dependent relatives, for example, not the spouse, civil partner, unmarried partner, or child under 18 of persons with humanitarian protection (HP)• all dependants of persons with discretionary leave, who do not yet have indefinite leave to remain, where there are compelling compassionate circumstances for applications to be considered outside the Immigration Rules• relatives of persons with refugee status, who do not meet the requirements of paragraph 352A and 352D, where the ECO is satisfied that there are compelling compassionate circumstances for applications to be considered outside the Immigration Rules• family of minors who have been recognised as refugees in the UK, where there are compelling compassionate circumstances for applications to be considered outside the Immigration Rules• appeals allowed only on human rights grounds (for more information, see related link: Appeals procedures for posts)• applications from potential or matched organ donors (for more information, see related link: Medical issues)• witnesses to attend trial in the UK if they do not meet the requirements of the Immigration Rules as a visitor (for more information, see related link: Witnesses attending trial in the UK) | <p>In this section</p> <p>What is a referral or deferral?</p> <p>When to refer an application</p> <p>When to defer an application</p> <p>How to refer or defer an application</p> <p>Contacts for referred and deferred cases</p> <p>Processing times for referrals and deferrals</p> <p>External links</p> <p>Appeals procedures for posts</p> <p>Medical issues</p> <p>Witnesses attending trial in the UK</p> |
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| | <ul style="list-style-type: none"> • Foreign and Commonwealth and former Gurkha service personnel • in cases that are high profile and posts are considering refusing because approving the application would be non-conducive to the public good, or where there is media interest, you must: <ul style="list-style-type: none"> ○ refer to RCU as soon as possible after the application has been received ○ clearly mark the case for the attention of a senior caseworker with the date the applicant intends to travel ○ fully complete the appropriate form to assist with consideration of the case • issuing a European Union uniform format form (EU UFF) to persons who do not hold another form of acceptable identification: if the applicant is coming to the UK for the first time for family reunion or settlement, posts can issue the UFF without reference to RCU (for more information see related link: Authorisation to issue a UFF) • cases that have been discussed with operational managers and further clarification of the Immigration Rules or guidance is needed | <p>Authorisation to issue a UFF</p> <p>RCU pro forma</p> <p>General referral pro forma</p> |
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Transfer or refer a case

Entry clearance cases: how to refer or defer an application

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells entry clearance officers (ECOs) how to refer or defer a case.</p> <p>To refer or defer an application you must:</p> <ul style="list-style-type: none">• decide which team is best placed to deal with the referral or deferral• complete the appropriate pro forma in full as a word document: any incomplete referrals or deferrals, including where the pro forma is missing, will be returned to post• send the referral or deferral pro forma to the relevant mailbox: to avoid referrals being overlooked, emails must not be sent to a named individual and the lead contact must only be used where excessive delays have occurred and the case becomes urgent• note in the subject line of the email:<ul style="list-style-type: none">○ the visa application form (VAF) number○ a brief description of the query○ your post details• scan and attach any relevant documents to the email, such as court orders or social services reports: if scanning is not possible, you must either:<ul style="list-style-type: none">○ obtain authorisation from the relevant team to fax the documents, which must be done in numbered batches of no more than 15 pages at a time, with each numbered bundle stating how many pages it contains○ consider sending documents by bag• provide a detailed summary of the application, highlighting the main issues• include details of any exceptional compelling compassionate circumstances that warrant consideration outside the rules• make an initial recommendation on the outcome based on your assessment of the evidence available (referred casework unit (RCU) referrals)• have in place a referrals mailbox to receive replies (see related link: Overseas posts contact details)• check the mailbox daily and make sure all appropriate staff have access as this will avoid duplication of work• use the 'bring up' system in Proviso for all referred or deferred cases | <p>In this section</p> <p>What is a referral or deferral?</p> <p>When to refer an application</p> <p>When to defer an application</p> <p>Categories that are mandatory referrals</p> <p>Contacts for referred and deferred cases</p> <p>Processing times for referrals and deferrals</p> <p>Related links</p> <p>Overseas posts contact details</p> <p>External links</p> <p>RCU pro forma</p> <p>General referral pro forma</p> |
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| | <ul style="list-style-type: none">• send any reminders to the appropriate team mailbox and identify the email as a chaser (for example, chaser 1 or chaser 2) | |
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Transfer or refer a case

Entry clearance cases: contacts for referred and deferred cases

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells entry clearance officers (ECOs) where to send referred or deferred cases.</p> <p>Referred casework unit (RCU) All applications mentioned in the section: Categories that are mandatory referrals. See the related link.</p> <p>Evidence and enquiry (E and E) E and E will provide information from Home Office (HO) files relating to an applicant or sponsor. E and E can send copies of deportation orders, immigration histories, photos or interview transcripts. The team aims to respond to all requests for information within 10 working days.</p> <p>Many HO files are very large so posts must be as specific as possible about what is required.</p> <p>E and E has asked that:</p> <ul style="list-style-type: none">• ECOs do not send chasers within the first 10 days• when ECOs receive the information they have asked for, they do not send an acknowledgement email because E and E catalogue all the enquiries once the relevant information is sent out <p>Work Permits UK This team was disbanded following the introduction of the points-based system. The team that has replaced them deals with in UK points-based system enquiries only.</p> <p>Euro casework The team is responsible for all European related referrals or deferrals, such as European Economic Area (EEA) family permits. This includes cases for consideration for refusal under the EEA.</p> <p>As well as EEA family permits, this team deals with all in UK applications for:</p> | <p>In this section</p> <p>What is a referral or deferral?</p> <p>When to refer an application</p> <p>When to defer an application</p> <p>Categories that are mandatory referrals</p> <p>How to refer or defer an application</p> <p>Processing times for referrals and deferrals</p> <p>External links</p> <p>Email: Referred casework team</p> <p>Email: Evidence and enquiry</p> <p>Email: Euro casework</p> |
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| | <ul style="list-style-type: none">• registration cards• registration certificates• permanent residency• family member resident stamps | |
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Transfer or refer a case

Entry clearance cases: processing times for referrals and deferrals

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Transfer or refer a case

Referring a case to a medical officer

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> <p>Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page tells Home Office officers and caseworkers how to refer an applicant to a medical officer.</p> <p>To refer an applicant to a medical officer for a medical examination, see the related link: Medical grounds.</p> | <p>Related links</p> <p>Medical grounds</p> |
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Transfer or refer a case

Referring cases to the Interventions and Sanctions Directorate

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| <p>About this guidance</p> <p>Initial checks</p> <p>How to transfer a case on CID</p> <p>European casework - case ownership and harm matrix North West region</p> <p>How to refer cases to removals casework</p> <p>Referring cases to criminal casework</p> <p>Referring a case to special cases</p> <p>Making a counter-terrorism referral</p> <p>Referring cases for removal</p> <p>Making a referral to a regional intelligence unit</p> <p>Refer or defer entry clearance cases</p> <p>Referring a case to a medical officer</p> | <p>This page tells Home Office staff how to refer cases to the Interventions and Sanctions Directorate (ISD).</p> <p>See Sanctions: refer case to Interventions and Sanctions Directorate (ISD) for guidance on how to make a referral to ISD. They will then either apply sanctions or pass the information to the relevant external partner. Areas of abuse, or potential abuse, to refer to ISD cover:</p> <ul style="list-style-type: none">• NHS charging• driving licences - Driver and Vehicle Licensing Agency (DVLA) or Driver and Vehicle Agency Northern Ireland (DVA (NI))• taxi and private hire licences• HM Revenue and Customs (HMRC)• Department for Work and Pensions (DWP)• Construction Industry Training Board (CITB)• illegal working - Civil Penalty Compliance team (CPCT)• private rented sector - Right to Rent scheme and civil penalties, eviction and offences• private rented sector - Evictions team (Notices of Letting to a Disqualified Person)• illegal migrants' current accounts (financial services)• working with the Department for Education (DfE)• working with the electoral registration offices (ERO)• working with no recourse to public funds network (NRPF) Connect | <p>Related links</p> <p>Sanctions: refer case to Interventions and Sanctions Directorate (ISD)</p> |
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Transfer or refer a case

Transfer or refer a case: contact

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| <p>About this guidance Initial checks How to transfer a case on CID European casework - case ownership and harm matrix North West region How to refer cases to removals casework Referring cases to criminal casework Referring a case to special cases Making a counter-terrorism referral Referring cases for removal Making a referral to a regional intelligence unit Refer or defer entry clearance cases Referring a case to a medical officer Referring cases to the Interventions and Sanctions Directorate</p> | <p>This page explains who to contact for more help with a specific query on transferring or referring a case.</p> <p>If you have read this guidance and still need more help, you must first ask your line manager or operations manager.</p> <p>If the question cannot be answered at that level, they or you may email:</p> <ul style="list-style-type: none">• Border Force officers – BF OAS enquiries (see related link) <hr/> <p>Official – sensitive: start of section</p> <p>The information on this page has been removed as it is restricted for internal Home Office use.</p> <hr/> <p>Official – sensitive: end of section</p> <p>Changes to this guidance can only be made by the Guidance, Rules and Forms team (GRaFT). If you think the process needs amending you must contact the relevant process owner, who will ask the GRaFT to update the guidance, if appropriate.</p> <p>The GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these by email to Guidance – making changes.</p> | <p>Related links</p> <p>Changes to this guidance</p> <p>Information owners</p> <p>See also</p> <p>Directory of Intelligence Units</p> <p>External links</p> <p>Email: BF OAS enquiries</p> <p>Email: SC general enquiries</p> <p>Email: CC Intake Team</p> <p>Email: CLS process team</p> <p>Email: ISD Partnership Planning and Delivery team</p> |
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Transfer or refer a case

Transfer or refer a case: information owners

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This page tells you about this version of the 'Transfer or refer a case' guidance and who owns it.

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| Version | 30.0 |
| Published for Home office staff on date | 23 June 2017 |
| Process owner | See contact page |
| Clearance by director | |
| Director's role | |
| Clearance date | |
| This version approved for publication by | |
| Approver's role | |
| Approval date | |

Changes to this guidance can only be made by the Guidance, Rules and Forms team (GRaFT). If you think the process needs amending, you must contact the relevant process owner (see related link: Contact), who will ask the GRaFT to update the guidance, if appropriate.

The GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these by email to Guidance – making changes.

Related links

[Changes to this guidance](#)

[Contact](#)

External links

Email: CLS process team