

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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UK Visas
& Immigration

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.

