



UK Visas & Immigration

Customer Services Improvement Directorate.

North West Correspondence Team
UK Visas & Immigration
Department 16
The Capital
Old Hall Place
Liverpool
L3 9PP

Home Office reference: 27427

Mrs Silva
request-160241-912e4c10@whatdotheyknow.com

22 October 2013

Dear Mrs Silva

Thank you for your e-mail of 4 May, in which you ask for processing delays occurring with EEA 2 applications. Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to disclose the following information, and for ease of reference I have listed each question separately, with the answer beneath.

What are the main reasons for failing to make a decision within 6 months in case of straightforward applications (when couples are already married for over five years, and no further info is required by UKBA) for the period from June 2012 to beginning April 2013?

Some applications are subject to external checks which may mean they take longer than 6 months to complete but we aim to resolve as many as possible within 6 months. We have recruited additional staff earlier this year to improve our service delivery and as their experience and expertise increase, the performance will also increase to meet our commitments.

What percent of those applications made in June and July 2012 still in process of decision (based on today's date)?

Total Complete	6395
Total Outstanding	125
% Outstanding	1.92%
Average Application to Despatch	133

What would be the reasons for UKBA not replay the requests of return of document made to RODRequests@homeoffice.gsi.gov.uk which indicates travel urgency, and it was followed all requirements indicated in your website? (Request made over two times)

We aim to return documents within 10 days. There have been some problems in the past but we have now recruited more staff to deal with such requests and are planning to introduce a revised and improved request service in the coming months.

Why the customer service team on 0845 010 5200 is not able to advise at what stage is the application?

To help us to focus on deciding applications as soon as possible, we ask that applicants do not phone or write to ask about the progress of their applications unless they need a passport or other document urgently. After 6 months has passed applicants are able to receive an update regarding the stage of their application from the customer service team. Applicants can also request an update by writing to; European Applications PO Box 306 Dept 110 Liverpool L2 0QN

What are the procedures to really get information/update and the reason of the delay regarding to specific EEA2 application which is over six months delay?

You can call our European Enquiries Contact Centre on 0845 010 5200 or write to the address shown above.

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Home Office holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 27427. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: info.access@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

Emma Byrne
North West Correspondence Team