



## UK Visas & Immigration

Mr K.L Ho  
Email: request-442748-  
78d94211@whatdotheyknow.com

Freedom of Information  
Central Correspondence Team  
Customer Performance &  
Improvement  
PO Box 3468  
Sheffield  
S3 8WA

Email:  
FOIRequests@homeoffice.gsi.gov  
.uk

[www.gov.uk/ukvi](http://www.gov.uk/ukvi)

FOI Reference: 46072

23 November 2017

Dear Mr K.L Ho

Thank you for your enquiry of 3 November in which you requested information on the handling of settlement applications. Your request is being handled as a request for information under the Freedom of Information Act 2000.

### Information Requested

*I would be grateful for any guidance not already published, specifically any training material, directorate instructions or procedural charts relating to the handling to received documents from international applicants for settlement, as handled by the Sheffield International Visas (Scanning Team), which forwards scanned documents to Entry Clearance posts / officers.*

*If it would save you time, I would be happy with a reply concerning whether documents sent to this scanning team are 'sifted' and scanned with any UKVI prescribed set standards, rather than the order to which they are presented.*

*I are gravely concerned that some bundles are being returned to applicants without them being scanned in their totality, as is promised in the cover letter provided with the returned bundles and leading to a false declaration by ECO's, incorrectly asserting that critical documents had not been provided, leading to a protracted appeals process for event not caused by applicants themselves.*

*I would also be grateful if you could provide any other remedies available to those whom would have cause to inform the Home Office of procedural unfairness*

*regarding the above type handling, which is a matter of procedural fairness, rather than the lengthy wait for a complaint to be handled (3 months), appeal to the Tribunals and possible Parliamentary Ombudsman investigation, all of which would cause further undue suffering.*

## **Response**

The information you have requested regarding guidance for the handling of documents is available in the attached Annex 1. I can confirm that there is no separate procedure to follow regarding a complaint about the handling and document scanning process. You will need to follow the instructions in the link below to make a complaint:

<https://www.gov.uk/government/organisations/uk-visas-and-immigration/about/complaints-procedure#how-to-complain>

We value feedback from our customers and seek to respond to all complaints within 20 working days.

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 [foirequests@homeoffice.gsi.gov.uk](mailto:foirequests@homeoffice.gsi.gov.uk), quoting reference 46072. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request will be reassessed by staff 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

J Slater  
Customer Performance & Improvement

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:

<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>