



## UK Visas & Immigration

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

FOI Reference: 38334

16 February 2016

Dear Sir / madam

Thank you for your enquiry of 28 January in which you requested information on the procedures for returning documents. Your request is being handled as a request for information under the Freedom of Information Act 2000.

You requested:

*Please note that my request regarding the written guidelines or procedures regarding the returning of applicants documentation, is in regard to applications made WITHIN the United Kingdom for ILR from the UKVI.*

*Just to make this clear and so that there is no misunderstanding as to what it is I'm asking, please could you not the following:*

*I would like to know how Royal Mail tracking numbers are allocated to correspondence going out from the UKVI and who allocates the tracking numbers.*

*What are your procedures for posting tracked items with Royal Mail.*

Recorded delivery is not routinely used in relation to correspondence around ILR applications, the majority of our correspondence is sent by Royal Mail second class post. We do hold a stock of recorded and special delivery labels which can be used when circumstances necessitate. The choices are business mail advanced, standard post recorded delivery or special delivery. Only recorded delivery (RD) and

special delivery (SD) are tracked. The caseworker dispatching this item of post notes the details on the Royal Mail on line account and the RD or SD number is recorded by the caseworker in the case notes.

The item is then placed in a large postal sack with any similar post ready for collection by Royal Mail on the same day.

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 38334. 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  
3rd Floor, Peel Building  
2 Marsham Street  
London SW1P 4DF  
e-mail: [info.access@homeoffice.gsi.gov.uk](mailto: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 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

C Heap  
Customer Service Operations

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>

