



Home Office

Windrush Compensation Scheme Claim Form Guidance

Primary Claimant

July 2021

Contents

Introduction to the Primary Claimant Claim Form Guidance	2
How we use information you provide	3
Section 1: Eligibility	4
Section 2: About the primary claimant	7
Section 3: Timeline of events	8
Section 4: Compensation	8
Section 5: Declaration	9
What to do next	9
Annex A – This explains the terms used in the guidance and claim form	11
Annex B – Commonwealth countries	14
Annex C – Frequently asked questions	16

Changes from last version of this guidance

All sections of this guidance have been updated apart from:

- Section 1: Eligibility
- Annex B – Commonwealth countries

Introduction to the Primary Claimant Claim Form Guidance

The Windrush Compensation Scheme compensates individuals who suffered losses and/or impacts because they were unable to demonstrate their lawful status in the United Kingdom.

There is no charge for making a claim for compensation under this scheme.

You can access the claim form online. There is an open document version of the form available if you want to complete it digitally. Alternatively, you can print it out to complete by hand. Details on how to send it to us can be found on page 9 of this document. The forms are available at: www.gov.uk/windrush-compensation

You can call our Help Team to request a form in large print, Braille or in Welsh.

Who can claim using the Primary Claimant Claim Form?

You can claim compensation as a primary claimant if you meet one of the conditions in Section 1 of the claim form.

You may want us to liaise with a representative on your behalf about your claim. You can indicate this on page 36 of the claim form.

Primary claimants under 18 years old

If you are under 18 years old and making a claim, you will need a parent, guardian or someone with parental responsibility to submit the claim on your behalf. Please refer to Annex A of this guidance to find out who has parental responsibility.

Primary claimants who lack capacity

If a primary claimant lacks capacity (i.e. they are unable to take decisions), a person exercising power of attorney over the claimant's financial affairs can submit a claim on their behalf. Where there is no power of attorney a deputy, guardian or controller with control over the claimant's financial affairs can submit a claim on their behalf. If the claimant is outside the United Kingdom, a person exercising the equivalent powers may submit the claim.

One form should be completed for each person. If you are part of a family, each member of the family must complete their own compensation claim form.

How to complete the Primary Claimant Claim Form

You should complete all sections of the form and provide all the information you think is relevant to your claim. This will ensure we are able to award you the maximum compensation to which you are entitled.

We will review Home Office records and will work with other Government Departments and statutory bodies to help gather and check the information you have provided as part of your claim.

An explanation of the terms used in this guidance and claim form can be found in Annex A of this guidance.

Please write as clearly as possible, especially in the free text boxes. Some parts of the form will require you to write information in boxes, such as your date of birth. If you make a mistake, cross it out with a single line and write the correction above or beneath the box.

If you cannot fit the information you want to give us on the form, you can send us extra pages.

What if I need help to fill in the form?

If you need help filling in the form, please contact the Help Team on:

- 0800 678 1925
- WindrushCompensationScheme@homeoffice.gov.uk

Opening times are Monday to Friday 0900 – 1700, United Kingdom time.

The Help Team can refer you to our Claimant Assistance Provider who can contact you to help you complete the form.

You will not be charged if you are calling from a landline within the United Kingdom. Mobile phone providers may charge you for calling us. Those calling from overseas may be charged. If you would like a call back, you should email the Help Team to request this. Alternatively, you can continue to converse with the Help Team by email.

Documents to support your claim

If you can give us the information and evidence we ask for, it will help us decide your claim for compensation. **However, if you don't have any evidence for a particular category, please don't worry as we will try to help you to get this.**

Do not send us original documents. Only send us photocopies or scans of your documents. If we need to see an original document, we will ask you to send it to us and we will return it to you by secure post.

We suggest that you do not pay anyone else to get documents. If you think a document someone else has will support your claim but they will charge you for it, mention this on your claim form. If we need the document to support your claim, we will contact the person to get it for you, if you agree to this.

How we use information you provide

The Data Protection Act 2018 (DPA 2018) and General Data Protection Regulations (GDPR) govern how we use personal data. The DPA 2018 also explains your rights under the Act, including how you can access personal information and how to complain if you have concerns.

For details of how we will use personal information and who we may share it with, please see our Privacy Information Notice for the Windrush Compensation Scheme at: www.gov.uk/windrush-compensation

You can request a copy of the Privacy Information Notice by calling us on 0800 678 1925.

Anything you tell us will be treated sensitively and will not be passed to Immigration Enforcement.

Section 1: Eligibility

Eligibility means someone who falls into one of the eligibility categories in this section.

We explain what each eligibility category means to help you understand which applies to you. Please tick the box on the claim form that you think best describes you.

Commonwealth citizen

For all eligibility categories below, a Commonwealth citizen is a citizen of one of the countries listed in Annex B of this guidance.

A Commonwealth citizen for these purposes can also be a citizen of the United Kingdom and Colonies by a connection to a country or territory on that list, or a British subject without citizenship under the law on 1 January 1973.

Immigration status in the United Kingdom

The Immigration Act 1971 defines what lawful status in the United Kingdom is, which means a person has a right of abode or settled status. A person who has settled status will have either of the following:

- Indefinite leave to remain (ILR)
- Indefinite leave to enter (ILE)

People who a right of abode or who lost ILR or ILE and now live outside the United Kingdom may also submit a claim.

(a) I came to live permanently in the United Kingdom before 1 January 1973 as a Commonwealth citizen, and I have lived in the United Kingdom ever since.

If you came to live permanently in the United Kingdom before 1 January 1973, you need to have been settled in the United Kingdom no later than 31 December 1972.

Since 1 August 1988, you must not have been outside the United Kingdom for an unbroken period of more than 2 years.

A person who has been absent from the United Kingdom for more than 2 continuous years will automatically lose their indefinite leave as a matter of law.

This category also includes people who arrived in the United Kingdom before 1 January 1973 and who later became British citizens. It will not matter when you became a British citizen, nor do you have to be a British citizen to be eligible to make a claim.

(b) I came to live permanently in the United Kingdom before 1 January 1973 as a Commonwealth citizen and my status lapsed because I left the United Kingdom for more than 2 years, but I am now lawfully in the United Kingdom.

If you left the United Kingdom for a continuous period of more than 2 years, after 1 August 1988, you will no longer have permission to return to the United Kingdom.

A person who has been absent from the United Kingdom for more than 2 continuous years, will automatically lose their indefinite leave as a matter of law.

If you left the United Kingdom for a period of more than 2 years, after 1 August 1988, you will have to apply for a Returning Resident Visa.

You will be lawfully in the United Kingdom if you have settled status or a right of abode.

(c) I am a Commonwealth citizen with a right of abode and was ordinarily resident in the United Kingdom on 1 January 1973.

Right of abode was given to specific categories of person in the Immigration Act 1971. If you have this, it means you have been given permission to live and work in the United Kingdom without restrictions. You do not need permission to enter the United Kingdom when returning from overseas.

Ordinarily resident for these purposes means you normally and continually lived in the United Kingdom before 1 January 1973.

(d) I previously met one of the above criteria and am now a British citizen.

You will need to have met one of the previous criteria in this eligibility section.

A person meets this requirement if they obtained their British citizenship through naturalisation or registration.

You must at the time of making your claim continue to be a British citizen.

If you held British citizen status and we later withdrew it, you will not qualify to make a claim under this category. If your British citizenship status was withdrawn, we would have written to you to tell you.

(e) I came to live in the United Kingdom before 31 December 1988 and have a right of abode, settled status or am now a British citizen.

You are lawfully in the United Kingdom if you have a right of abode or settled status.

Right of abode was given to specific categories of person in the Immigration Act 1971. If you have this, it means you have been given permission to live and work in the United Kingdom without restrictions. You do not need permission to enter the United Kingdom when returning from overseas.

If you have settled status, you will have made a successful application for your status and were granted permission to live in the United Kingdom at the time of making your claim for compensation.

You could also be a British citizen. Settled status means you have ILR or ILE.

(f) I am not currently living in the United Kingdom, but I came to live permanently in the United Kingdom before 1 January 1973 as a Commonwealth citizen and have a right of abode or settled status or am now a British citizen or my settled status lapsed because I left the United Kingdom for a period of more than 2 years.

You must have arrived to settle in the United Kingdom before 1 January 1973. This means the latest date you arrived to settle in the United Kingdom was 31 December 1972.

In addition, you must first have been a citizen of one of the Commonwealth countries listed in Annex B of this guidance, before you came to settle in the United Kingdom and at the time the claim for compensation is made, you are not living in the United Kingdom. Your status will fall into one of the following categories:

- You are a person who has right of abode or was granted permission to live in the United Kingdom and has settled status, but you were **not** a British citizen
- You are a person who later became a British citizen
- You are a person who is **not** a British citizen but previously had permission to live in the United Kingdom, then left the United Kingdom for a period of more than 2 years

A calculation of 2 years is illustrated in this example:

- ❖ *If a person leaves the United Kingdom on 22 June 1990 and arrived back in the United Kingdom on 21 June 1992. This would be exactly 2 years, so the absence is not more than 2 years*
- ❖ *However, if someone left the United Kingdom on 22 June 1990 and did not arrive until 22 June 1992, this would mean they were absent from the United Kingdom for more than 2 years, by one day*

The reason that you remained absent from the United Kingdom for more than 2 years will not matter. If your absence from the United Kingdom was for more than 2 years, this means the permission we gave you in your settled status, is no longer in force, so you cannot enter the United Kingdom without applying for a new permission. This is what we mean when we say your status has lapsed.

(g) My parent or grandparent either (i) came to live permanently in the United Kingdom before 1 January 1973, or (ii) has a right of abode (or did and is now a British citizen) and was ordinarily resident in the United Kingdom on 1 January 1973 and I (and if I am a grandchild, my parent) was born in the United Kingdom or arrived in the United Kingdom before the age of 18 and I have lived here ever since.

This category of claim is for a child or grandchild of a Commonwealth citizen who was settled in the United Kingdom before 1 January 1973 or has a right of abode (or did and is now a British citizen) and was ordinarily resident in the United Kingdom on that date. Your grandparent or parent does not need to be living in the United Kingdom now for you to be eligible under this category.

You must have lived in the United Kingdom continuously since your birth or arrival.

If you were legally adopted, then it is your adoptive parent (if you are a child) or grandparent (if you are a grandchild) who needs to have arrived in the United Kingdom from a Commonwealth country.

You can make a claim even if your parent or grandparent is not making a claim or they are now deceased.

Section 2: About the primary claimant

Please refer to page 5 of the claim form to see the documentation you should submit to prove your identity and address.

- 2.1 **Title** – Please tick the box most relevant or use the text box available.
- 2.2 **Full name** - Your full name should be written as it appears on your birth certificate, passport, marriage certificate or biometric residence permit.
- 2.3 **Name you prefer to use** – This should be the name you are commonly known by and how you want us to address you. This does not have to be your legal name.
- 2.4 **Maiden or all previous names** - If you had a previous name, for example if you changed your name when you got married, write your previous name or names. If you change your name after you send us your claim form, you will need to write to us to let us know. You must provide proof of this change.
- 2.5 **Gender** - This means whether you are male or female. We recognise that some people may have changed, or be changing, their gender. For the change of gender to be recognised in law, a person must hold a Gender Recognition Certificate.
- 2.6 **Date of birth** – Write your date of birth using numbers e.g. 01/04/1961.
- 2.7 **Country of birth** – Write the name of the country where you were born.
- 2.8 **Current nationality** – This is the nationality you currently hold. If you are recognised as stateless, write 'stateless'. Stateless means someone who is not recognised as a citizen of any country.
- 2.9 **Current passport number** – All passports have a passport number which is usually located on the same page as the photograph. It is also embossed into every page. If you do not have a British passport, but hold a passport from another country, please provide the number of that passport.
- 2.10 **Expired passports** – If you do not have any previous passports, you should tick no and move to question 2.12.
- 2.11 **Expired passport numbers** – Enter the passport numbers of your expired passports, if you have any.
- 2.12 **National Insurance number** - The Department for Work and Pensions (DWP), *formerly, Department for Social Security (DSS)*, issues National Insurance numbers to people who are entitled to them. You will find your National Insurance number on any National Insurance card, wage slip from an employer, benefit notification or Tax notifications from Her Majesty's Revenue and Customs (HMRC) (*formerly, Inland Revenue*)
- 2.13 **Have you contacted the Home Office since April 2018 about your status?** - If you have contacted the Home Office to make an application for documents to confirm your right to stay in the United Kingdom, tick yes and provide the reference number you were given. For example, **RSH0026079/18** or **H9876543**.

Section 3: Timeline of events

You should complete this section to the best of your ability.

Section 4: Compensation

There are 13 different categories in the Windrush Compensation Scheme claim form.

Most categories have a mix of both open and closed questions which should be completed as accurately as possible.

You should start at the beginning and work through every category, even if you do not wish to claim under that category.

Please read every question and follow the instructions provided, completing all questions unless the claim form says otherwise. If you feel that the questions do not give you the opportunity to tell us everything you want to, you can use the open text boxes to explain more.

If you cannot fit the information you want to give us on the form, you can send us extra pages.

If you come across a word you do not understand and it is not explained on the claim form, please refer to Annex A of this document.

We will check Home Office records to confirm the information you provide where possible. You should submit any documentation which supports what you say. Please refer to the evidence boxes which can be found at the top of each category to see what you should submit. We will consider any relevant documentation you provide.

If you are submitting documentation, then please ensure that you list these documents at the bottom of each category in the space provided.

If you do not have any evidence to provide for a category, please do not worry as we will try to obtain this for you, if you agree.

Section 5: Declaration

By signing the declaration, you are confirming the information you have provided is true.

You must complete and sign your claim form before you submit it. **We cannot accept claim forms that have not been signed.**

Please ensure that you tick the relevant boxes, including whether you give us permission to talk to third parties about your claim. This will help us to process your claim more quickly.

If you realise something is not correct, or something changes after you have sent us your form, please tell us straight away.

Contact details

Please complete this section as per the instructions on page 36 of the claim form.

You will need to provide your contact details including your full address, contact number(s), email address, your preferred contact method, and the best time/day to reach you.

Please ensure you also provide your next of kin contact details. This should be someone we can contact if we cannot reach you. They do not have to be a family member. We will not discuss the details of your claim with them.

If you are representing a primary claimant or making a claim on their behalf, please ensure you provide both yours and the primary claimant's contact details, in the space provided.

What to do next

Make sure you have signed the form and included all your documentation.

Once you have completed the claim form you can send it to us by post or email.

Guidance on scanning and emailing your document, including data limits, is available online. Please ensure you check this advice, as failure to follow this guidance may mean your email could be automatically rejected. **The maximum size of an email with attachments we can accept is 25MB.**

You will need to name the email in the subject box.

For example: **[Insert your name] Primary Claimant Claim**

Email – Send your claim form and documents by email to:
WindrushCompensationScheme@homeoffice.gov.uk

Posting – From the United Kingdom: Freepost WINDRUSH COMPENSATION SCHEME

Posting – From Overseas: Windrush Compensation Scheme PO Box 3468 Sheffield S3 8WA
United Kingdom

If you are posting your claim form and documents from overseas, we will pay the postage costs if your claim is successful and you accept the award we offer. We will contact you to ask how much you paid. You will need to provide proof of how much you paid so get a receipt and keep it safe. The amount you paid for postage will be added to the amount we pay you in compensation.

Annex A – This explains the terms used in the guidance and claim form

Term	Explanation
Child	<p>Any Biological descendant of a parent under 18 years of age.</p> <p>Any legally adopted person under the age of 18 years of age</p>
Civil partnership	This is a legally recognised relationship between two people of the same sex or heterosexual couples. A civil partnership only exists once it is registered. If you have not registered your relationship, you should complete the partner category.
Claimant	The person for whom the claim for compensation is being made.
Close family member	Is related to the primary claimant as a parent, child, sibling, spouse (husband/wife), partner.
Commonwealth citizen	Citizens of the Commonwealth countries means, citizens of any country listed in Annex B.
Continuously resident	Is lawfully resident in the United Kingdom for a continuous period except that a person will not lose their right to stay in the United Kingdom if they are absent from the United Kingdom for a period of 2 years or less.
Dual national	A citizen of more than one country. For example, a British Citizen who is also a citizen of Ghana.
Executor of Wills	An Executor is a person named in a will or in an update to the will (this is known as a Codicil) and deals with the estate of the deceased.
Indefinite Leave to Remain (ILR)	Permission to live and work freely in the United Kingdom without any time restrictions. If a person has ILR it means they have settled status.
Naturalised British citizen	Naturalisation is the legal process by which a person changes their nationality. A person changing their nationality to British will have a certificate to show they have British Citizenship.
Ordinarily resident	<p>A person who normally and continually lives in the United Kingdom, whether for a short period or a long time.</p> <p>You are ordinarily resident in the United Kingdom if this is your regular place of living, your residence here is voluntary and for a settled purpose.</p> <p>Under the Windrush Compensation Scheme a person will need to show that the United Kingdom has been their home, with reference to the eligibility categories in Section 1.</p>
Parental responsibility	Relates to the rights, duties, powers, responsibility and authority given to someone who is not the parent of a child.

Mothers and married fathers at the time of a child's birth automatically have parental responsibility.

Unmarried fathers

- From 1 December 2003, an unmarried father has parental responsibility if he and the mother jointly registered a child's birth.
- An unmarried father can also get parental responsibility if the mother agrees to it.
- A court may also grant parental responsibility.

Births registered in Scotland

- A father has parental responsibility if he is married to the mother when the child is conceived or marries her at any point afterwards.
- An unmarried father has parental responsibility if he is named on the child's birth certificate (from 4 May 2006).

Births registered in Northern Ireland

- A father has parental responsibility if he is married to the mother at the time of the child's birth.
- If a father marries the mother after the child's birth, he has parental responsibility if he lives in Northern Ireland at the time of the marriage.
- An unmarried father has parental responsibility if he is named, or becomes named, on the child's birth certificate (from 15 April 2002).

Births registered overseas

- If a child is born overseas and comes to live in the United Kingdom, parental responsibility depends on the United Kingdom country they are now living in.

Same sex parents

Civil partners:

- Same-sex partners will both have parental responsibility if they were civil partners at the time of the treatment, for example, donor insemination or fertility treatment.

Non-civil partners:

- For same-sex partners who aren't civil partners, the 2nd parent can get parental responsibility by either applying for parental responsibility if a parental agreement was made.

or

- becoming a civil partner of the other parent and making a parental responsibility agreement or jointly registering the birth.

Partner A person you live together with, as a couple, but without being married or in a civil partnership.

Power of Attorney A power given to someone who acts on behalf of an individual who is identified as having complex needs and who requires help to manage their affairs.

Primary claimant	<p><u>Primary claimant</u> A person, who directly meets at least one of the eligibility criteria at section 1.</p> <p><u>Close family member claimant</u> Shares a specified relationship to a primary claimant who meets an eligibility category. Refer to close family member for details.</p> <p><u>Executor</u> A person appointed to deal with the estate of a deceased person.</p>
Right of abode	This means you live and work in the United Kingdom without restrictions.
Settled	In the United Kingdom settled status means indefinite leave to enter or remain in the United Kingdom within the meaning of the Immigration Act 1971.
Sibling	A person's brothers and sisters who share at least one parent.
United Kingdom	<p>The following are part of the United Kingdom:</p> <ul style="list-style-type: none"> • England • Scotland • Wales • Northern Ireland
Vulnerable person	<p>A person who is age 18 and over, who is receiving or may need community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation.</p> <p>The Care Act 2014 definition of an adult at risk of harm are:</p> <ul style="list-style-type: none"> • at risk of suffering abuse or neglect and because of those care needs be unable to protect themselves • in need of care and support • 18 years of age and over

Annex B – Commonwealth countries

The countries and territories listed below were part of the Commonwealth before 1 January 1973. Only the countries listed in this section are part of the Commonwealth.

Although British Overseas Territories are not members of the Commonwealth in their own right, with the exception of the Sovereign Base Areas of Akrotiri and Dhekelia British Overseas Territories are included in the list of Commonwealth citizens in this guidance. Citizens of Rwanda, Cameroon and Mozambique are not included in the list of Commonwealth citizens in this guidance, as these countries were never British colonies, but have nonetheless joined the Commonwealth.

Citizens of countries excluded from this list can still claim compensation if they meet the eligibility category of a person from any other country.

For the Windrush Scheme, citizens of the Commonwealth means people who are nationals of the following countries, listed alphabetically and not in order of any preference under the scheme:

Anguilla	Namibia
Antigua & Barbuda	Nauru
Australia	New Zealand
Bangladesh	Nigeria
Barbados	Pakistan
Belize	Papua New Guinea
Bermuda	Pitcairn, Henderson, Ducie and Oeno Islands
Botswana	Saint Lucia
British Antarctic Territory	Samoa
British Indian Ocean Territory	Seychelles
Brunei	Sierra Leone
Canada	Singapore
Cayman Islands	Solomon Islands
Cyprus (excluding sovereign base areas)	South Africa
Dominica	South Georgia & The Sandwich Islands
Falkland Islands	Sri Lanka
Fiji	St Helena, Ascension and Tristan de Cunha
Ghana	St Kitts & Nevis
Gibraltar	St Vincent & The Grenadines
Grenada	Swaziland
Guyana	Tanzania
Hong Kong	The Bahamas
India	The Gambia
Jamaica	Tonga
Kenya	Trinidad & Tobago
Kiribati	Turks & Caicos Islands
Lesotho	Tuvalu
Malawi	Uganda
Malaysia	Vanuatu
Maldives	Virgin Islands
Malta	Zambia
Mauritius	Zimbabwe
Montserrat	

The following are also **included** as Commonwealth Citizens:

- Citizens of the United Kingdom and colonies by virtue of a connection to a country or territory of the above list.
- British subjects without citizenship under the law in force on 1 January 1973.

Annex C – Frequently asked questions

How long will it take to process my claim?

Processing times will vary depending on the complexity of your claim. It will take longer to process your claim if we need to ask for more information, if your claim is complex or if your claim covers many different areas.

We aim to consider claims as quickly as possible. We may pay some elements of your claim earlier than others.

If you consider yourself to be a vulnerable person, tell us and provide as much detail as possible to support what you say.

We will write to you with an offer as soon as a decision has been made on your claim. You will be asked to confirm your acceptance of this offer in writing and return it to us.

How much compensation will I be paid?

This will depend on the circumstances of your claim. We may use a combination of actual losses and tariff amounts when assessing your claim.

How will I be paid?

We will pay compensation by bank transfer; the payment will be paid into a bank account in your name only.

When you receive your award we will include a Claim Response Form. This will ask for your bank account details which will need to be signed, dated and returned back to us. Once we have received your completed Claim Response Form, we will process the payment.

In some instances, we may arrange for some elements of a claim to be paid by another Government Department because your claim relates to a benefit paid by them. These payments will not form part of any award you may be paid under the scheme.

How will I be paid compensation if I am living overseas?

Anyone claiming from overseas will normally be paid into their **own** bank account. We will pay claims from overseas using International Banking Transfer, which means the money will be sent securely to the specified bank account.

We will tell you when the payment is to be expected. If you do not have a bank account you must tell us, so we can arrange to pay you another way.

We will pay in Pound Sterling and you will receive your currency equivalent according to trading rates on the day we pay you.

Our offer of compensation will be recorded in Pound Sterling. It will be up to you to know the amount our offer converts to in your own currency. Remember, currency exchange rates change daily, which means you may get a different amount paid to you by the time you receive your compensation. We will not increase or reduce the amount we offer you to take account of currency fluctuations.

Will any compensation I am paid be taken into account by DWP?

If your claim for compensation is successful, then payments made under the Windrush Compensation Scheme will be disregarded in the calculation of Universal Credit and other DWP means-tested benefits. This means that the money you are paid in compensation will not be taken into account when your eligibility for these benefits is being assessed.

What if I disagree with the amount you offer?

If you disagree with the amount of compensation we have offered, you or the person representing you, can ask the Windrush Compensation Scheme for an internal review. Instructions on how to do this will be included in your offer letter.

If you, or the person who represents you, is not satisfied with the outcome of the internal review, you may be able to request an independent review. Your case will then be looked at by the Adjudicator's Office. The Adjudicator is independent of the Home Office and she will review your case.

How do I submit additional supporting evidence?

You can write to us if anything changes since you sent us the claim for compensation. You should:

- Include your claim reference number, which you will find on the acknowledgement letter we send to you when we receive your claim.
- Write your full name on the documents.
- Send us copies of the documents you want us to consider.

Wherever possible, you should submit your claim form with supporting documents.

What can I do if I am unhappy about a decision you have made?

If you are not satisfied with a decision we have made, or want to ask for a review, you or the person who represents you can ask the Windrush Compensation Scheme for an internal review.

If you, or the person who represents you, is not satisfied with the outcome of the internal review, you may be able to request an independent review. Your case will then be looked at by the Adjudicator's Office. The Adjudicator is independent of the Home Office and she will review your case.

What can I do if I am unhappy about the service I have received?

If you have a complaint about our service, you should email us at complaints@homeoffice.gov.uk

If you are unable to email, you can also write to us at:

Complaints Allocation Hub
Customer Correspondence Hub
7th Floor
Lunar House
40 Wellesley Road
Croydon
CR9 2BY