



Home Office

# Premium customer service principles and guidelines

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Any enquiries regarding this publication should be sent to us at [T25PremiumService@homeoffice.gov.uk](mailto:T25PremiumService@homeoffice.gov.uk)

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# Introduction

This document provides an overview of the principles and guidelines under which the Premium Customer Service is provided to sponsors who join the service. It confirms what customers can expect from the service as well as our expectations of you. It also explains how to find more information and how to apply for the service.

# Principles and guidelines

## What you can expect from us:

As a member of the UKVI Premium Customer Service, you can expect us to:

- respond to your enquiries in line with the timescales outlined in premium services benefits section
- have a simple to use escalation process that puts things right if the Premium Customer Service Team make a mistake
- treat you and your customer with respect
- keep your personal information, and anything you tell us, safe and secure
- seek your feedback to regularly improve our service.

## What we ask of you:

As a member of the UKVI Premium Customer Service, and in order for us to help you, we request you:

- give us complete and correct information
- respond quickly if we ask you for further information
- abide by the user guidance outlined below
- treat our staff with respect whether this be you, an immigration representative, or other 3rd party, acting on your behalf.

## Qualifying criteria:

The UKVI Premium Customer Service is an optional product that can be purchased by licenced members on the [Worker and Temporary Worker sponsor register](#). The service provides bespoke support to those businesses that sponsor migrants in the UK.

As well as being a licensed sponsor, you must:

- have no civil penalties from UKVI in the past 3 years and have paid in full any penalties issued before that
- have an A-rating in all tiers of your licence
- be able to pay the relevant premium service fee

We reserve the right to request a compliance check is completed prior to accepting your premium application if you have recently acquired your sponsor license.

## Cost of services:

- The cost of joining the service stands at £8,000 per annum for sponsors who qualify as a small or charitable organisation and have paid the lower sponsor licence fee. For all other organisations, the cost of the service is £25,000 per annum. If you are unsure of how much the cost of the service will be to your organisation please contact the team at [T25PremiumService@homeoffice.gov.uk](mailto:T25PremiumService@homeoffice.gov.uk)
- Payments for the service are final and non-refundable
- We are unable to offer trial periods for the premium customer service. However, if you are interested in joining the service, we provide a free no obligation consultation to explain the service ahead of your organisation joining. Please contact the team at [T25PremiumService@homeoffice.gov.uk](mailto:T25PremiumService@homeoffice.gov.uk) to arrange an initial discussion

## Making an application:

- Applications to join the service must be made via the Sponsor Management System (SMS) selecting 'Apply for or renew Tier 2/5 premium customer service'. More information on SMS can be found in the [applications, renewals and services](#) guidance. Licence renewal applications and Premium Service applications can be processed at the same time. Fees must be paid for each application
- Payment to join the service must be made via debit or credit card via the SMS. We are unable to accept other payment methods such as cheque or BACS
- Once your complete application has been submitted, we will consider and aim to decide on your application within 10-working days of payment being made. If further time is required by us to decide your application, you will be informed
- If your application to join the service is rejected, then you will be refunded in full and an explanation given as to why

- If you have made a mistake in applying for the service, you must contact the premium customer mailbox as soon as possible and before we make a decision on your application. If you contact us after we have considered your application, we will not refund your fee.

## At the end of your subscription:

- Your membership will commence from the date that your Premium application is decided for one calendar year. Your account manager will contact you before your membership ends to remind you of your expiry date through written correspondence
- We will contact you in the final month of your membership to confirm if you intend to renew for the following year. We will follow this up with 10 and 5 working days left on your membership. If you have not renewed by the time your existing membership ends the service will cease and any access and benefits will end
- If you wish to re-join the service, an application with the relevant fee will be required on the SMS.

## Contacting your Account Manager:

- The primary method of contact for any queries in relation to your immigration matters is the Account Management Portal (AMP), a bespoke customer contact portal for Premium Customers only. Queries **must** be lodged on this portal to ensure clear audit trails of issues raised. Where you have queries that are deemed urgent, you can contact your Account Manager via phone, but we ask that queries remain lodged on the AMP first
- Account Managers are available for contact between 9am and 5pm, Monday to Friday.
- In the event that your Account Manager is away from the service when you make contact, support will be provided to you by another Account Manager. You will be informed in writing if your Account Manager permanently changes.

## Premium service benefits:

The table below details the timescales within which we aim to respond to your correspondence. It also provides an overview of your entitlement for specific benefits of the premium customer service offer. Full details of the premium service offer is included in your welcome pack.

Service	Response Times / Premium Customer Entitlement
Immigration enquiries through your Account Manager	<p>We aim to respond to most enquiries within <b>3 working days</b>. The exceptions to this are listed below:</p> <p>Policy questions, or referrals to other departments or external partners – <b>5 working days</b></p> <p>Out of country applications – <b>5 working days</b></p>
Post Licence Change of Circumstances	<p>We aim to process all changes within <b>5 working days</b> of receiving all supporting documents.</p> <p>If the change is complex - e.g. mergers, acquisitions etc - we may not be able to process your change within a 5-day SLA. Your Account Manager will contact you to explain what will happen next and provide weekly updates throughout the decisions process.</p>
Immigration History Checks	<b>3 working days</b>
Priority Application Upgrades	<p>As a Premium Sponsor you will be given the option to upgrade a limited number of standard Worker applications per year to priority service, free of charge.</p> <p>Organisations that qualify as a small, or charitable organisation, and have paid the lower sponsor licence fee will be entitled to three free upgrades. Organisations that have paid the larger license fee will be entitled to five free upgrades</p>
Training Courses	<p>As a member of the service you can book up to four training packages per year, free of charge. Organisations subscribing to the small or charitable status package are entitled to one training package per year.</p> <p>Organisations that have paid the larger license fee will be entitled to four free courses per.</p>

- We aim to resolve your query without referring to other teams within UKVI however from time to time this may be necessary. Where we are required to refer your query to another team within the Home Office, you will be informed of this action and our processing standards will be considered as being met
- When making an enquiry to our service regarding an application, we ask that you are aware of the established UKVI service standards within the route to which your query pertains. We may not be able to provide a full explanation as to an application status or support you if applications are still within their advertised service standard. You can find full details on the following gov.uk pages:
  - [Visa-decision-waiting-times-applications-outside-the-uk](#)
  - [Visa-decision-waiting-times-applications-inside-the-uk](#)

## What we cannot do:

We are pleased to provide support to you on a wide range of immigration matters, including providing clarification on immigration rules and the requirements of specific routes. However, we are unable to:

- advise which immigration route customers should apply for, as this will always be the decision of the applicant, or the business to make
- pre-assess application or advise on how to complete application forms
- facilitate applications being considered outside of the Immigration Rules or facilitate the expedition of visa applications. Should your sponsored employee require a faster decision we recommend they submit a Priority Visa (PV) or Super Priority Visa (SPV) application, where possible, or make use of one of your free priority upgrades within the terms of this offer
- change decisions made on customer application
- enact changes to UKVI Rules, guidance or policies based off bespoke migrant or sponsor circumstances

If you are unclear on whether we can assist you with a particular query, please contact your Account Manager for further guidance. We will internally utilise feedback you may have to drive continuous improvement across our network through our dedicated customer insight channels.

# Complaints:

We are dedicated to providing a world-class service to you. However, if we have not quite got things right, we welcome your feedback and will resolve in a professional manner. In the first instance, we encourage that you contact your Account Manager. If you remain unsatisfied, or you wish to make a complaint about your Account Manager, please contact the Team Leader who can look into your complaint and aim to provide you a response within 5 working days.

If you remain dissatisfied with the response provided, this will be escalated to the service's Operations Manager for consideration within 5 working days. Details of who to contact are within the welcome pack you will receive when you join the service.

If you are not able to follow this complaints process, we also recommend that you follow the [formal complaints channel](#) where UKVI aim to respond within 20 working days of receipt.

## Contacting you:

From time to time, we may contact you to conduct customer satisfaction surveys to drive continuous improvement with the service.