



If you wish to apply for an extension of stay in the UK on form FLR(O), please read these guidance notes and the separate UK Visas and Immigration photograph guidance before making your application.

CONTACTING US

OUR WEBSITE
www.ukba.homeoffice.gov.uk
 For information about immigration law and policy, the services offered by our Public Enquiry Offices, to see and download application forms and related guidance, and to book an appointment to apply in person.

OUR PUBLIC ENQUIRY OFFICES

Our Public Enquiry Offices (PEOs) are for premium service applications only. Their addresses and opening times are given below. For details of the services and facilities provided by each of the PEOs, please go to our website.

BELFAST	CARDIFF	CROYDON	GLASGOW	LIVERPOOL	SHEFFIELD	SOLIHULL
Drumkeen House 1 Drumkeen Complex Upper Galwally Belfast BT8 6TB	General Buildings Ground Floor 31-33 Newport Road Cardiff CF24 0AB	Lunar House 40 Wellesley Road Croydon CR9 2BY	Festival Court 200 Brand Street Govan Glasgow G51 1DH	The Capital Building, 6 Union Street, Liverpool, L3 9AF.	Vulcan House 6 Millsands Sheffield S3 8NU	Dominion Court 41 Station Road Solihull Birmingham B91 3RT
Tuesday, Thursday & Friday 9.00 – 4.00	Monday to Friday 9.00 - 4.00	Monday to Friday 8.00 - 4.00	Monday to Thursday 8.30 - 4.30 Friday 8.30 - 4.00	Monday to Friday 8.30 - 4.00	Monday to Friday 9.00 - 4.00	Monday to Friday 9.00 - 4.00

GUIDANCE NOTES

1. FOR WHICH APPLICATIONS MUST YOU USE FORM FLR(O)?

Form FLR(O) must be used if you are applying for an extension of stay in one of the following categories:

- General visitor
- Domestic worker in a private household
- UK ancestry
- Visitor for private medical treatment
- Academic visitor
- Dependants of a person who has limited

leave to enter or remain in the UK other than under the points based system

- Discretionary Leave (DL) where the applicant has previously been granted a period of DL but has not previously been refused asylum or granted less than four years Exceptional Leave
- Other purposes/reasons not covered by other application forms

Other purposes/reasons include serious medical reasons where the treatment is not private. Use this form rather than form HPDL for such an application.

You and any dependants applying with you must be in the UK to apply.

You must not use this form

- to make an application for asylum or international protection (this includes an application for humanitarian protection or an Article 3 European Convention on Human Rights (ECHR) application made on protection grounds); or to make further submissions on asylum or human rights grounds after the refusal or withdrawal of an earlier asylum or human rights claim.
- To make an application for Further leave to remain under Appendix FM of the Immigration Rules as a partner (10-year route), or a parent (5 year & 10 year routes), or under the Rules on the basis of your private life in the UK you must complete form FLR(FP).

Some of the categories previously on form FLR(O) now fall under the Points Based System.

Member of the operational ground staff of an overseas-owned airline are now Tier 2 (General) migrant.

Minister of religion, missionary or member of a religious order are now Tier 2 (Minister of Religion) migrant.

Au pair is now Tier 5 (Youth Mobility) migrant.

Visiting religious worker and overseas government employee are now Tier 5 (Temporary Worker) migrant.

Postgraduate doctors or dentists are now Tier 4 (General) student.

2. QUALIFYING FOR AN EXTENSION OF STAY

To qualify for an extension of stay in the categories of the Immigration Rules for which you must use form FLR(O), you must meet the requirements set out in the following parts of the Rules:

Part 2 - general visitor, academic visitors, visitors for private medical treatment

Part 5 - overseas domestic workers, UK Ancestry
The full Immigration Rules are on our website.

3. WHO MAY APPLY ON THIS FORM?

You and your partner and/or children under 18 if they are applying as your dependants (if allowed by the relevant immigration rules - see below).

“Partner” means a spouse, civil partner, unmarried or same-sex partner.

If this is the first time you are applying for leave in this category dependant children over the age of 18 may not be included. However, children who were initially granted leave in this category at a time when they were under 18 but who are now 18 or over, may continue to be included (subject to an adult fee). You must show that he or she has not formed their own family unit or is leading an independent life.

The immigration rules for the academic visitor and visitor for private medical treatment categories do not allow dependants, but they may be allowed to remain exceptionally in some circumstances. However anyone applying on this basis should not be included as dependants on an application by the academic visitor or visitor for private medical treatment but should apply separately as a main applicant.

4. THE FEE

If no dependants are applying with you, the current specified fees for applications on form FLR(O) are £578 for standard applications or £953 for in person applications at one of our Public Enquiry Offices.

If any dependants are applying with you, there is an additional fee of £433 for each dependant for standard applications and £808 for in person applications.

Please note the following:

- Please note that when making large or multiple payments using your credit card, the anti fraud measures that banks operate sometimes stop the full payment being taken. This is because either the maximum limit on a single transaction, or the number of transactions allowed in a given period of time, has been exceeded. To prevent this you must ensure that you inform your bank of your intention to make large or multiple payments in advance so that your bank allows the full payment to be taken when you submit your application.
- If you do not pay the specified fee, the application will be invalid and will be returned to you.

- We will not refund the fee if we refuse the application or if you withdraw it.

For information about methods of payment, please see the payment details guidance on page 2 of the form.

For more information about the current fees, please go to our website.

5. WHEN TO APPLY

You and any dependants applying with you should apply before the end of your/their permitted stay in the UK.

6. MAKING SURE YOUR APPLICATION IS VALID

Paragraphs 34-34I of the Immigration Rules specify certain requirements with which an application on a form specified for the purpose of the Rules must comply. To make a valid application, you must:

- apply on the current version of form FLR(O)
- pay the specified fee by one of the methods specified in the payment guidance
- provide photographs of yourself and any dependants who are applying with you as specified in the application form
- complete section 6 (Personal History) as required
- sign the declaration in section 9 as specified
- send the application by prepaid post to UK Visas & Immigration or make it in person at a Public Enquiry Office.

If you fail to do any of these things, your application will be invalid and we will return it to you. This could result in the loss of appeal rights if your permitted stay has run out by the time you make a valid application.

7. ENSURING YOUR APPLICATION IS COMPLETE

You do this by completing every relevant section of the form as required and providing all the documents specified for your particular application, including your passport and those of any dependants applying with you.

If you do not do this, we reserve the right to decide your application on the basis of the information and documents provided.

It is important, therefore, to provide an explanation if you cannot give us all relevant information or documents when making your application.

8. COMPLETING THE FORM

Please use a black pen to complete the form; write names, addresses and similar details in capital letters.

In the payment details and other sections where you give personal details and addresses, leave an empty box between each part of the name and of the address.

Please note that we always use the personal details in an applicant's passport or travel document for official purposes, including any residence permit if the application is granted.

Take care to complete all sections as required, including the Personal History section. Follow the guidance on page 2 of the form when completing the payment details. Read the notes in various sections of the form.

As already emphasised in part 7 of these notes, you must enclose a letter of explanation if you are unable to provide all the required information or any relevant specified documents.

9. PHOTOGRAPHS

For your application to be valid, it is mandatory to provide the following photographs:

- Two identical passport-size photographs of yourself with your full name written on the back of each one.
- Two identical passport-size photographs of any dependants who are applying with you with their full name written on the back of each one.

The photographs you provide must also comply with the format requirements specified in the separate UK Visas & Immigration photograph guidance.

Please ensure that you place the photographs in a small sealed envelope and attach it to section 1 of the form as instructed there - and without any staples, clips, pins or anything else which could mark or damage the photographs.

The photographs will be checked against the images taken when your biometric features and those of any dependants applying with you are enrolled.

10. DOCUMENTS

Documents provided with the application must be originals.

Copies of any kind are not acceptable unless there are valid reasons for not being able to provide the original document. In such circumstances, we may accept a copy certified by the body or authority which issued the original (for example, a copy of a savings book certified by the building society or bank), or by a notary.

The reasons for not being able to provide the original document must be explained in a covering letter. We are unlikely to grant your application without the original document.

Any documents which are not in English must be accompanied by a reliable English translation.

Make sure passports or travel documents are signed.

11. APPLYING BY POST - THE ADDRESS

If you are applying by post, the address to which you must send an application on form FLR(O) is as given on the front of that form.

Posting it to any other address will not only delay your application but could make it invalid. This address is only to be used when sending your application. Please use the address given in part 15 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s) and other documents by Recorded Delivery. If you would like them to be returned by Special Delivery, you must provide a prepaid Special Delivery envelope which is large enough.

You will receive a letter of acknowledgement within a few days of your application being received, unless there is a problem concerning the payment of the fee. The validity of your application will then be checked and we shall contact you in writing if your application is invalid.

12. APPLYING IN PERSON

We offer a service to people who apply in person at our Public Enquiry Offices (PEOs). This service

is available only for applications which are straightforward and do not require further enquiries. The premium rate of £953 has to be paid for this service - plus £808 per dependant if any are applying with you.

13. APPOINTMENTS

To apply in person, you must book an appointment in advance with one of the PEOs. You can do so online at www.ukba.homeoffice.gov.uk/book-appointment

If you book some time ahead, please check that the application form you use is still valid on the day of your appointment.

For applications made in person at a public enquiry office, the total fee includes a £100 appointment fee, which may be retained should the applicant fail to attend their appointment without good reason.

Please note that if your application is successful, Residence Permits for yourself and any dependants applying with you will be posted within 7 working days of your appointment; they cannot be issued on the day itself.

The PEO addresses, opening times and website address for appointments are given on the front page of these guidance notes.

For the latest information about their opening times and services, please see our website.

14. DECISION TIMES

For the latest information on our service standards for deciding charged applications please go to our website.

Applications which are not straightforward, or which need further enquiries, take longer to decide. These include applications by people who have remained here unlawfully after the expiry of their permitted stay.

As we cannot tell in advance how long it will take to decide particular cases, our general advice is not to make any non-urgent travel arrangements until your passport(s) or travel document(s) are returned.

15. YOUR STATUS WHILE YOUR APPLICATION IS BEING CONSIDERED

If you and any dependants apply before the end of your permitted stay in the UK, your/their existing immigration status, including any permission to work, will continue until your/their application(s) is/are decided.

16. CONTACTING US AFTER YOU HAVE APPLIED

If you need to contact us after you have applied, please do so as follows.

To send us more information about your application, write to the following address (not the one to which you posted your application):

UK Visas & Immigration

Initial Consideration Unit - FLR(O)

Lunar House

40 Wellesley Road

Croydon

CR9 2BY

and give the following details in your letter:

- the applicant's full name, date of birth and nationality.
- any Recorded or Special Delivery number.
- the date on which the application was posted or made in person.
- the Home Office reference number if you have one.

If you need your passport because you have to travel urgently and unexpectedly, use the return of documents request form at www.ukba.homeoffice.gov.uk/aboutus/contact/return-of-documents/.

Your application will be treated as withdrawn if your passport is returned for travel abroad before we are able to decide the application.

17. OBTAINING APPLICATION FORMS

You can obtain application forms, the accompanying guidance notes and the UK Visas & Immigration photograph guidance from our website at www.ukba.homeoffice.gov.uk

18. OTHER ENQUIRIES

For enquiries other than obtaining an application form, consult our website www.ukba.homeoffice.gov.uk

We also have the following freephone textphone number: **0800 38 98 28 9**.

19. CHOOSING AN IMMIGRATION ADVISER

Immigration advisers are regulated by the Office of the Immigration Services Commissioner (OISC). Their website at www.oisc.gov.uk contains a list of

authorised advisers. It also has links to websites for solicitors, barristers and legal executives.

If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

Office of the Immigration Services Commissioner

5th Floor,

Counting House

53 Tooley Street

London

SE1 2QN

Telephone: **0845 000 0046**

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on **0870 606 2555** or visit their website at www.sra.org.uk

The address and telephone number for any complaints about a solicitor are:

Legal Complaints Service

Victoria Court

8 Dormer Place

Leamington Spa

Warwickshire

CV32 5AE

Telephone: **0845 608 6565**

20. COMPLAINTS ABOUT OUR SERVICE

If you wish to make a complaint about our service, please refer to the complaints page on our website for detailed information on how to do so.

21. DATA PROTECTION NOTICE

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes.

The information in the payment details page will be known to the private contractor engaged by the Home Office to process application payments.

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on **0870 606 2555** or visit their website at www.sra.org.uk

The address and telephone number for any complaints about a solicitor are:

Legal Complaints Service

Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE

Telephone: **0845 608 6565**

22. BIOMETRIC RESIDENCE PERMITS

Since 25 November 2008, under the provisions of The Immigration (Biometric Registration) Regulations, Residence Permits have been introduced for certain foreign nationals applying for permission to remain in the UK. The requirement to apply for such a Residence Permit is gradually being extended across the whole range of immigration applications.

Everyone applying for an extension of stay in the categories for which form FLR(O) has to be used must apply for an Residence Permit.

Further information about these measures, which are based on powers contained in the UK Borders Act 2007, can be found on our website.

a. What is a Residence Permit?

The Biometric Residence Permits is a residence permit which holds your biographic details (name, date and place of birth) and biometric information, and shows your immigration status and entitlements while you remain in the UK.

This replaces the practice of placing a UK residence permit in the passport of anyone granted permission to remain in the UK. If you are issued with a Residence Permit, you will receive a leaflet giving more information about it and explaining your obligations as a Residence Permit holder.

b. What are biometrics?

Biometrics are the unique physical characteristics that can be used to identify you, such as a facial image and fingerprints. These are the biometrics which we enrol (that is, record) for the purposes

of the identity card. We do so by taking a digital photograph of all applicants and the fingerprints of applicants aged 6 and over.

c. Having your biometrics enrolled

If you are required by law to apply for an identity card, you must make arrangements to have your biometrics enrolled as part of the application process.

- Applying in person (premium service applications)

If you wish to apply in person, you must book an appointment. Your biometrics and those of any dependants applying with you will be enrolled at your appointment. You can book an appointment online at www.ukba.homeoffice.gov.uk/book-appointment

- Applying by post

If you apply by post, provided the specified application fee has been paid, you will be sent a notification letter telling you to arrange for your biometrics to be enrolled within 15 working days. Currently, this can be done by booking an appointment at Home Office biometric enrolment centre (see 21d), or by going to one of a small number of Post Office branches.

The option of attending a Post Office branch is currently available only to single applicants aged 16 or over who live near one of the Post Office branches providing this service. The letter will supply all relevant information for anyone using the Post Office service. There is more information about this at our following website address: www.ukba.homeoffice.gov.uk/contactspage/post-office-biometric-enrolment

You will receive a letter of acknowledgement within a few days of your application being received, unless there is a problem concerning the payment of the fee. The validity of your application will then be checked and we shall contact you in writing if your application is invalid.

d. Attending a biometric enrolment centre

You can book an appointment at a Home Office biometric enrolment centre online at our following website address: www.ukba.homeoffice.gov.uk/aboutus/contact/enrol-biometric/

When the appointment has been booked, you will be given a booking reference number (BRN) which you should enter in the BRN space in the notification letter. If you have given us your e-mail address, we will confirm the appointment by e-mail (within 24 hours) but we will not send a letter confirming it.

If you have given us your mobile telephone number, we will send a text message reminder 48 hours before the date of the appointment.

In all cases when attending an appointment, you must bring your appointment notification letter with you. Please make sure that it has your booking reference number on it.

e. The enrolment procedure

The enrolment procedure is as follows. You will be asked to place your fingers, followed by your thumbs, on a glass screen for your 10 digits to be scanned. We will then take a photograph of your face.

The same process will be carried out for any dependants applying with you, except that any children under the age of 6 will only have their photograph taken.

The biometrics enrolled will then be recorded as part of your/their application(s).

Any children under the age of 16 must be accompanied by a responsible adult when their biometrics are enrolled (see children under the age of 16 at 22h).

In some circumstances, you may be required to attend an identity interview if we require further information to establish your identity.

f. Biometric enrolment fee

As part of your application you are required to enrol your biometric information. You will be charged an additional handling fee for this service, payable to the Post Office Ltd. You must pay the fee by cash or debit card when you attend Post Office Ltd to enrol your biometrics. Each dependant included in your application must also pay this fee when they enrol their biometric information. Do not send the biometric enrolment fee with your application fee.

Applicants on some immigration routes are exempt from paying an enrolment fee at the Post Office Ltd. If you are in one of these categories you will be informed of this when we send you a biometric notification letter.

Your application may be rejected as invalid if you do not enrol your biometrics when requested. For more information about enrolling biometrics and the current fee, please visit the following section of our website;

<http://www.ukba.homeoffice.gov.uk/aboutus/contact/enrol-biometric/>

g. How and when will you be notified of the outcome of your application for an extension of stay and for a Residence Permit?

If your application is successful, you will not be issued with a residence permit in your passport. Instead, you will be issued with an identity card for foreign nationals, which you will receive within the following timescales:

- Applying in person

If your application is successful, you will be sent a Residence Permit or Permits for yourself and any dependants applying with you by secure delivery. The Permit(s) should reach you within 7 working days of your appointment. Residence Permits cannot be issued on the day itself.

- Applying by post

If your application is successful, your passport(s) and other documents will be returned to you with a decision letter. You will then be sent a Residence Permit or Permits for yourself and any dependants applying with you by secure delivery. The Permit(s) should reach you within 7 working days of the date of the decision letter.

h. Children under the age of 16

For legal reasons, we cannot enrol the biometrics of children under the age of 16 unless they are accompanied by a responsible adult.

If any such children are applying with you as your dependants, we would expect you to be with them when their biometrics are enrolled. If not, the person accompanying them must be a responsible adult aged 18 or over who is either the child's parent or guardian, or a person who for the time being takes responsibility for the child. Any such person must be named on the application form.

Similarly, if you are a single applicant under the age of 16, you must be accompanied by your parent, guardian or other responsible adult aged 18 or over.

If the person accompanying the child(ren) under 16 is not their parent or guardian, the responsible adult named on the application form must bring with them a letter confirming that they are authorised to take responsibility for the child(ren) when they have their biometrics enrolled. They will also be asked for an acceptable form of identity, such as a passport or driving licence, which will be checked against the details given on the application form.

i. What if you fail to have your biometrics enrolled?

If you make a postal application and receive a notification letter requiring you to have your biometrics enrolled within 15 working days but fail to do so, you will be sent a warning letter. This letter will tell you what you must do to comply with the requirement to have your biometrics enrolled and what will happen to your application if you fail to do so as instructed in the letter.

j. What if you fail to attend a booked appointment?

If you fail to attend a booked appointment, you will be given another opportunity to enrol your biometrics within a limited period. A letter will be sent to you telling you what you must do to comply with the requirement to have your biometrics enrolled and what will happen to your application if you fail to do so as instructed in the letter.

k. What if you fail to comply with the enrolment process?

If you fail to co-operate fully with the enrolment process, for example by attempting to obscure your fingerprints or face, you will be warned that your refusal to comply may result in your immigration application being refused on the grounds of non-compliance with regulations made under the UK Borders Act 2007.

l. What about any medical or physical conditions that may require UK Visas & Immigration to provide you with special arrangements?

If you and/or any dependants applying with you have a medical or physical condition which may require special arrangements to be made in order for your biometrics to be enrolled, you must obtain a letter or other document giving the details of any such condition and enclose it with your application.

Appropriate documentary evidence would be a letter from a treating clinician, such as a practising doctor registered with the General Medical Council, giving details of the condition and/or special needs and explaining any arrangements that may be necessary.

m. Do you need to make any special preparations before your biometrics are enrolled?

There are no special preparations as such. However, if your fingers are not clean, you may have to wash them before we scan your fingerprints.

Similarly, if you have stain (such as henna), paint or similar substances on your fingers, this could prevent us from recording your fingerprints. If that were to happen, you would have to make new arrangements and that would delay the consideration of your application.

n. What if any Residence Permit issued to me or any dependants of mine is lost or stolen?

You must report the loss or theft of your Residence Permit immediately using the details provided on our website at <http://www.ukba.homeoffice.gov.uk/aboutus/contact/BRP-enquiries/>

You will need to provide a police reference number and, if one was issued, a police report when you apply for a replacement card on form BRP(RC).

If you fail to apply for a replacement card within 3 months of reporting its loss, theft or other reason for needing a replacement, you could be liable to a fine of up to £1,000 or curtailment of your stay in the UK.