

Reprints of HSMP approval letters

Circumstances under which we will reprint

- To correct errors and omissions
- To replace a lost letter
- To replace a letter that is no longer valid

Procedure to follow

Caseworkers may reprint refusal letters at the request of the representative/applicant. Refusal letters are not limited by time – they have no expiry date.

HSMP will reprint approval letters with no charge under the following circumstances:

Circumstances under which we will reprint

To correct errors and omissions:

If a name is mis-spelled, or there is an error with the date of birth or country of origin, then whether the error is ours or the applicant's, we will reprint **IF**:

- The request is in writing; **and**
- The original letter is returned; **and**
- There is no change to details central to the consideration of the application. Where the corrections are central to the consideration, for example an error regarding the date of birth, points should be awarded or deducted if necessary where they have initially been given on the basis of incorrect information. This may change the decision in the case, and the appropriate approval or refusal letter should be issued.

To replace a lost letter:

If a letter is lost in transit we will reprint **IF**:

- The request is in writing. The written document should state the applicant's name and date of birth, and confirm that the document has been lost in transit. Any details available such as specific problems with a postal service should also be provided. Confirmation of the address would be useful, if not already confirmed by the caseworker.

To replace a letter that is no longer valid:

Letters not used to make a leave application within 6 months will be reprinted under the following circumstances:

If a letter is delayed in the post until it is no longer valid we will reprint **IF**:

This document has been archived as it is out-of-date.

- The request is in writing; **and**
- The original letter is returned; **and**
- Evidence is provided from the postal system to confirm the delays/difficulties in posting.

Caseworkers should advise on using a courier if necessary.

If there is an unreasonable delay in the response of the British High Commission (BHC) to the applicant's subsequent application for Entry Clearance (for example due to natural disaster or loading of work) we will reprint **IF**:

- The request is in writing; **and**
- The original letter is returned or confirmation provided from the BHC that the letter remains in their possession ; **and**
- Evidence is submitted confirming the reason for the delay, in the form of a written notice from the visa section stating the date of the Entry Clearance interview.

If a delay has arisen due to a successful appeal against the Entry Clearance Officer's decision not to grant leave to enter the UK we will reprint **IF**:

- The request is in writing; **and**
- The original letter is returned; or evidence that the letter has been retained by the BHC is produced; **and**
- A copy of the successful appeal determination is submitted.
- Caseworkers should be aware however, that some appeal applications are being reviewed by British Diplomatic Posts overseas before putting them through the normal appeals procedure. Where this happens, an appeal determination is not issued. Instead the post writes to the applicant informing them that they have overturned their previous decision and invites them to request a new HSMP approval letter from WPUK.

Caseworkers may accept a copy of the letter issued by the British Diplomatic Post in lieu of the copy of the appeal determination. Where necessary, and with approval of their HEO, caseworkers may verify the authenticity of the letter with the issuing post or via the Work Permits (UK) - UKVisas Liaison Officer.

Procedure to follow

1. Caseworkers should ensure that requests are received in writing and that any evidence required is enclosed.
2. Requests should be assessed against the above instruction.
3. Caseworkers should then confirm request their HEO to authorise a reprint. If it is accepted that a reprint should be produced, the caseworker should note in the 'actions' field the date and serialised number of the reprint. The date

should be the date of reprinting, as the letter must be valid to gain entry clearance or leave to remain.

4. At this stage the caseworker should confirm that the address for posting is correct.
5. The letter should be **marked as a duplicate**, on the title line of the approval letter.

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