

## SERVICE IMPROVEMENTS

UK Visas and Immigration (UKVI) Istanbul has listened to feedback from customers to find out your views on the services we are providing, establish what works and how we can improve the service we offer. We have focussed on the areas where you were less satisfied and have made following service improvements:

WHAT YOU SAID	WHAT WE DID
<p>We should make the application form and the process of applying easier</p>	<p>UKVI have modified the visa application form in the last year and continue to look at improvements. In order to assist our customers with the application process we have published a step-by-step guide on 'how to apply for a visa', guiding you through the process. The website of our commercial partner, <b>Teleperformance</b>, also advises customers on how to complete the form and our website (<a href="http://www.gov.uk">www.gov.uk</a>) contains guidance notes available in several languages on how to complete your application. You can follow our official Facebook page <b>UKinTurkey</b>; alternatively direct links are as follows:            Visit <a href="http://www.calameo.com/read/0035835518add32fcb6bd">http://www.calameo.com/read/0035835518add32fcb6bd</a>(for Turkish)            Visit <a href="http://www.calameo.com/read/0035835518b21a3b6b008">http://www.calameo.com/read/0035835518b21a3b6b008</a>(for English)</p>
<p>Can we have greater clarity as to the documents required?</p>	<p>Teleperformance provide a document checklist in each visa category as a guide to what supporting documents you should submit. We also have a guide listing the recommended supporting documents on both our website and on Teleperformance's website. For visitors see link:  <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/294927/Visitor_Documents.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/294927/Visitor_Documents.pdf</a></p>
<p>It is not easy to get in touch with you</p>	<p>In the last year UKVI has signed a new contract with Hinduja Global Solutions (HGS) to provide an <u>international enquiry service</u>, offering additional services which were previously not available. As part of this new service customers can access:</p> <ul style="list-style-type: none"> <li>• Cheaper telephone calls</li> <li>• A web chat service</li> <li>• Introduction of a new designated mailbox at the Istanbul decision making centre(DMC) for HGS to escalate enquiries to us that they are not able to answer</li> <li>• Calls now taken in 20 different languages including in Turkish, Russian and Arabic</li> </ul> <p>In addition our Visa Application Centres now send an automated email to inform you once a decision has been made on your application and to let you know that your passport is ready for collection. Customers no longer have to pay for this as an SMS service. Teleperformance also offer a tracking system allowing customers to check the status of their application online. We also send customers an email to notify them when their application is received, when a decision is made and if there is going to be a delay in processing their application. We have also started publishing live weekly updates on our website and social media feeds of our current processing times at the Istanbul DMC.</p>



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<p>It takes too long to receive a decision from you / I don't understand how long it will take to receive my decision</p>	<p>We have increased the information available to customers to make sure you are aware of how long an application should take to process. This information will allow you to plan your travel. In addition, the UKVI website makes it clear that applications can be made up to <b>three months</b> in advance of travel dates and that the global customer processing standards are 15 working days for non-settlement application and 60 working days for settlement applications.</p> <p>We also offer a priority service for customers who can pay an additional fee and have their applications processed within 5 working days.</p>
<p>Can you simplify the refusal notices?</p>	<p>We have introduced measures to improve decision quality when assessing applications and to make refusal notices easier to understand. This area is being closely monitored and training on this is given to our staff.</p>

Additional improvements we have implemented or are in the process of implementing:

- Making it more convenient to submit your application. We have made particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs; as a result we now offer additional application points in West Kazakhstan and in Adana and Antalya in Turkey. For the first time ever, we will open a visa application point in Bishkek, Kyrgyzstan this July, meaning customers no longer need to travel to Kazakhstan to submit their application.
- We publish updates on any issues which may affect the processing of our applications or cause delays, such as system outages on visa4uk, our online application portal.
- We offer a wider range of value added services at our Visa Application Centres in order to give our customers greater choice, for example our customers have an option to use the Premium lounge, direct courier services, photo booths and can apply for a Priority visa if they meet the criteria.
- In February 2014 all government websites were centralised into a single online resource [www.gov.uk](http://www.gov.uk). Our guidance was consolidated and additional tools were introduced to guide our customers on how to apply for the correct type of visa <https://www.gov.uk/visas-immigration>. This new online resource makes the process of applying for a visa easier and will benefit our customers greatly.
- We are now regularly reaching out to our customers with information about our services through the [British Embassy Ankara](http://www.britishembassyankara.gov.uk) website, UK in Turkey social media feeds such as Twitter and Facebook, and Teleperformance website and notice boards displayed in VACs and at the British Consulate General. <https://www.gov.uk/government/world/organisations/british-embassy-ankara>