

Withdrawal of Applications

The process

Withdrawing an application after Exam Complete stage, but before interview (Recalls)

The process

There are two ways in which an application can be withdrawn. This can be done either at the request of the applicant, or by the examiner having been unable to make contact with the applicant.

Therefore, examiners should follow different procedures when dealing with such cases, depending on whether or not the withdrawal was at the request of the applicant.

Withdrawal by applicants

Where the withdrawal is at the request of the applicant, the examiner must:

- Scan on to the system the letter/statement requesting withdrawal of the application;
- Send out a letter to the applicant confirming withdrawal of application and retention of the fee for administering the passport application, also, enclosing all supporting documents in this letter;
- Case note the withdrawal on the system;

Withdrawal by examiners

Where an application form is incomplete due to, for example, missing document/information, examiners must follow the steps below before withdrawing the application.

Send a standard letter to the applicant immediately requesting the missing document/information and give him/her 28 days to respond.

If there is no response after 14 days (first bring up date) of this letter, the examiner should contact the applicant by telephone (if there are any telephone numbers on the forms) to request the missing document/information.

If there is no response from the applicant within the 28 days and/or to the telephone call, the examiner should send a reminder letter (query of withdrawal application letter - letter 002) asking whether or not applicant wishes to continue with the application.

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Please enclose copies of the previous correspondence with the query of withdrawal letter.

Give the applicant a further 14 days to see whether or not they would reply to the reminder. If there is no reply within this period, the examiner should telephone the applicant again explaining that despite repeated attempts, the applicant has failed to respond to the request for missing documents/information.

Where the applicant answers and states that they will send in the information/document required, advise them that they have 7 days in which to do so, otherwise the application will be withdrawn. If the applicant cannot be contacted by telephone, a second reminder (final letter) should be sent stating clearly that if there is no response within the next 7 days, the application will be withdrawn and that any payment and or documents will be retained by IPS.

If no reply is received after this 7 day period, withdraw the application case noting on the system the reasons for the withdrawal.

Where the applicant contacts IPS following the withdrawal of his/her application, application, the applicant should be advised that they will have to submit a new application and pay the full application fee for a new application in order to get their case reinstated.

For the length of time documents should be retained by IPS please see Storage, Destruction and Retention of documents.

Withdrawing an application after Exam Complete stage, but before interview (Recalls)

Where an applicant telephones to ask for an application to be withdrawn after examination has been completed, but before an interview has taken place, the Examiner must ask the applicant to:

- confirm the request in writing, and
- provide a reason for the request,
- provide the full name and date of birth of any application submitted in the same envelope as the application that is to be withdrawn,
- confirm whether the linked applications should also be withdrawn, and
- cancel any Interview appointments that have been booked and are no longer required.

The examiner must provide the applicant with the return postal address and the application reference number to display on the outside of the response envelope.

The examiner must then add a case note to the system outlining the details of the conversation, and confirming that they have asked the applicant to confirm in writing with a reason for the withdrawal request, to provide details of any

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other application submitted at the same time, and to cancel any pre-booked interview appointments.

If the applicant confirms they wish to withdraw the application because they are unable to attend an interview due to an incapacity, the examiner should refer to the unable to attend for interview policy.

On receipt of the written confirmation, the examiner must create a Customer Enquiry Centre (CEC) enquiry sheet showing the details of the withdrawal request. The examiner must then:

Check the Interview browse screen for any currently booked appointments and note the details (date/time /location of appointment, Booking Reference number, and details of any interpreter/signer from the booking case notes) on the CEC enquiry sheet.

From the system identify and case note the name, application reference number, and location of all applications linked on the system to the application that is to be withdrawn.

Where there are other linked First Time Adult (FTA) applications in the Interview Process, any linked applications that are in Block Application Holding (BAH) will remain in BAH until the last FTA application in the electronic block completes the Interview Process. The examiner need take no further action relating to the applications in BAH unless those applications must also be withdrawn, in which case each application in BAH must be Recalled individually. For further information on Block Application Holding, please see the Regional Office Interview Process.

Where there are no other linked applications in the Interview Process, any linked application currently in BAH will be returned when the application that is to be withdrawn is recalled from the Interview Process.

The CEC sheet must be printed and handed to the Examination Team HEO who will peruse the details on the CEC enquiry sheet and Recall the application as requested. After the application has been successfully recalled the HEO will enter a case note on the system stating that the application has been 'Recalled'. If the CEC enquiry sheet shows that there is an appointment for today or there is an appointment in the future for which an interpreter/signer has been booked, the HEO will instruct the Examiner, in a case note, to contact the Call Centre to advise them that the appointment is no longer required.

The HEO will return the CEC enquiry sheet to the examiner to enable the application to proceed.

An Application Details Report (Surrogate Form) should be printed for the application that is to be withdrawn, and any linked application that has been Returned/Recalled with the Recalled application from BAH. The Surrogate form will be used as the application paperwork for withdrawing the application

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and processing the refund, if applicable. The Examiner must ensure to comply with any additional instructions provided by the HEO.

The application should be withdrawn in accordance with the instructions on withdrawing applications above.

Where the linked applications that have been Returned/Recalled from BAH, consist of first time Child applications that are dependent on the withdrawn application for their national status the applications should be processed as follows:

- Where there is another parent through whom the claim can be processed, then the applications should be fully case noted to explain the claim to British nationality and the applications may then be passed for issue, unless the applicant has requested that the application be withdrawn.
- Where the only claim is through the application that is to be withdrawn, the examiner must look at the applications as a whole to determine whether they are likely to be fraudulent. Where this is the case, the applications must be case noted and referred immediately via a Line Manager. Where there is no indication that the applications are fraudulent, the applications must be case noted and passed for issue.

An application cannot normally be withdrawn after a successful interview has taken place.

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