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**UK Visas and Immigration**

**We recently conducted a survey of customers who had applied for a visa within the last 14 months. You can see a summary of their thoughts at the following site:**

<https://www.surveymonkey.com/sr.aspx?sm=twrhHtiBQraTBZxxCWi6_2bU_2bZKEa_2bALscLHbNAvR9uLY_3d>

 **Here are some of the service improvements that we have made after listening to your feedback**

14% of customers said that it was hard or very hard to find concise online information on your chosen visa category and the necessary types of supporting documents to support your application**.**

* The UK Visas & Immigration website is undergoing changes to make it more user friendly.
* Changes to the improved website will include assistance in different languages and more information.
* We will test the new Turkish language website at our Visa Application Centre (VAC) in Istanbul prior to regional rollout. We will offer £20 gift vouchers to all customers who participate in the testing.

11% of customers did not feel that you had been treated fairly during the Customer Journey

* In 2012 UK Visas & Immigration received 100,202 visa applications from Turkish nationals worldwide, 91% were successful.
* We have introduced measures to improve decision quality when assessing applications.
* We have also implemented quality control measures to improve the way that we write or speak to all of our customers.
* We will promote customer satisfaction surveys on a regular basis; publicise results and service improvements made .

Only 90% of customers surveyed said that Visa Application Centre staff were polite and friendly

* We have provided customer service training to all Consulate and Visa Application Centre staff.
* We have introduced staff feedback forms at all VACs enabling customers to immediately report good and bad service.
* We now have suggestion boxes in all VACs in order to receive and act upon your views.

9% expressed dissatisfaction with the overall quality of service received from us once you received the decision on your application and your passport/documents were returned to you

* We now send an email to all customers once their applications are received at the Consulate; once a decision is taken on the application or if there is likely to be a delay over and above published target times for assessing an application.

**General comments were made about the following:**

Visa fees are too high

* The UK Government reviews the fees on a regular basis and makes appropriate changes as necessary.
* The online appointment confirmation slip now confirms that it should be treated as an official receipt. You should now be able to re-claim your visa expenses if your employer is paying for a business trip.

Call fees are too high

* Calls to the Worldbridge Contact Centre have now been reduced from $14 to $3.

Too much paperwork is required. Applications from previous travellers should be facilitated.

* Specific documentation is required to support certain applications. Further training has been given to VAC staff and our websites are being improved to provide you with better information.

Applicants should be contacted to be informed about their missing documents to prevent refusals solely on grounds of missing documents.

* We have strict target times to assess non-settlement applications within 15 working days and settlement applications within 12 weeks. We try to assess all applications within these times frames.

Lengthy Waiting Period, 3 weeks waiting time is too long. Travel arrangements should be taken into account.

* 15 working days is the published target time for assessing at least 90% of our non- settlement applications. In 2012 we processed over 95% of non-settlement applications within this time. If you’re in a hurry and are travelling for business, there is [a priority service](http://blogs.fco.gov.uk/leighturner/2012/11/05/travelling-to-the-uk-priority-business-visas/) available.

Information Flow should be improved. Too stressful to wait without knowing if the visa will arrive on time.

* We now provide up to 3 email messages to inform you about the progress of your application.

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| **UKBA Istanbul Customer Service 2013** |  |
| **Once you received the decision on your application and your passport/documents were returned to you, were you satisfied with the overall quality of service you received from us?**  |  |
| **Answer Options** | **Response Percent** | **Response Count** |  |
| Very satisfied | 26.7% | 295 |  |
| Satisfied | 52.2% | 577 |  |
| Neither satisfied nor dissatisfied  | 11.6% | 128 |  |
| Dissatisfied | 5.3% | 59 |  |
| Very dissatisfied | 4.2% | 46 |  |
| If you were not satisfied, please let us know why | 82 |  |
| ***answered question*** | **1105** |  |
| ***skipped question*** | **83** |  |
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