

Recommendation	Page	UKvisas' comments
<p><b>Ukvisas website.</b>            "I <b>recommend</b> that UKvisas takes urgent steps to put this (following FAQ links to get information on appeal rights) right."</p>	<p>2</p>	<p>The out of date information identified by the Independent Monitor is published in Chapters 26 and 27 of the Diplomatic Service Procedures (DSPs) on the main UKvisas website.</p> <p>Over the last few months, UKvisas Operational Policy and Communication have been working on a two-phased project to improve the DSPs. The first phase will deliver a complete review of the DSPs to ensure that information is accurate. This is due to be completed in mid- October.</p> <p>The second phase of this project will involve rewriting the DSPs in Plain English and restructuring the DSPs into an 'easy to navigate' Highway Code format. The second phase will be completed in line with the redesign of the UKvisas website, due to launched on 18 March 2008.</p> <p>Chapter 26 was revised on 27 September 2007. Chapter 27 is still under review with the Home Office. We are now chasing the Home Office for the revised version of Chapter 27. In the interim, UKvisas Communication has published a note at the start of this chapter informing users that the AIT has replaced the IAA.</p>

<p><b>Visa Section Copenhagen Emails</b>  “The visa section in Copenhagen were, however, providing an emailed answer and a website link, more normally back to their own site which then hyperlinks to UKvisas site. Although the intention is to be helpful, <b>I recommended</b> that it would be better simply to provide the direct link because there were a few queries where the enquirer did not provide all of the relevant information so a detailed answer may not be correct.”</p>	2	The Visa Section in Copenhagen no longer provides this email service as the Commercial Partner (CSC) has taken over the provision of information services across the region.
<p><b>Visa Section Copenhagen Emails</b>  <b>“I also recommended</b> that the routine email response which directs the enquirer to sources of information should make it very clear that website information is free and the phone number is User Pay.”</p>	2	Agreed - but please note above comments about email service no longer being provided by Copenhagen. All outgoing email communication now contains the caveat that the telephone information service is not free and costs dkk75. Links are also provided to the free website information.
<p><b>Visa4UK on-line application form</b>  “I noted that 10% of emails were about making an appointment. Most enquirers had completed the Visa4UK on-line application, but the fact that so many people miss hitting the button that makes and confirms an appointment means that there is a problem that needs to be put right. <b>I recommend</b> that UKvisas should investigate this further and if it is a confirmed problem redesign the page accordingly. It might be helpful to make the link more noticeable or not allow progression until it had been used.”</p>	2,3	UKvisas accepts this recommendation. We are in the process of merging the "visaappointments" programme into the "visa4uk" programme. This should ensure that making an appointment during the application process is even more straightforward than it is currently. Providing testing is successful, the new design will be rolled out from 29 October 2007.
<p><b>Visa Section Copenhagen Emails</b>  <b>“I recommended</b> that they (ECAs) used a spell check and took time to read the reply through, before hitting the Send button - less rush: better service.”</p>	3	Please note earlier comments about email service no longer being provided by Post. ECAs have also been reminded about the accuracy and clarity required in communications with applicants.

<p><b>Visa Section Copenhagen Noticeboards</b>  <b>I recommended</b> that visa staff should assess each noticeboard point to see what information the applicant needed at that stage. No-one will pause to read the noticeboard that is visible through the barred entrance gate because, once inside, they will pass it by intent on getting to the guard house. It could service a useful purpose though if it was directed at people who call when the Embassy is closed, perhaps wanting to know how to apply for a visa. I suggested that there could be one or two large print notices setting out the normal application process along with guidance on how to access the internet at public libraries.</p> <p>Both at the gate and in the waiting room there was a mixture of Danish+English and English only notices. I explained that the translation policy is a political matter, but there should be one. Once the policy has been set, then all notices should comply.</p>	3	Agreed. Large print notices being prepared and will be in place by end of October 2007.
<p><b>Visa Section Copenhagen Noticeboards</b>          “In the waiting room, I thought it would be helpful for the visa and consular notices to be in blocks in separate places. <b>I recommended</b> that visa notices should be printed using the UKvisas logo to make it easier for applicants to see which ones related to visas.”</p>	3	As above, agreed and will be in place by the end of October 2007.

<p><b>Ukvisas information leaflets</b></p> <p>“in the Visitor leaflet, the information on studying as a visitor is wrong.... <b>I recommend</b> that UKvisas takes steps to ensure that a correction slip (perhaps printed adhesive labels) is added to all copies.”</p>	3	<p>The cost and logistics of sending out the necessary amendment slips (over 90,000 copies of INF 2 were distributed to posts) would be prohibitive. UKvisas would not be able to ensure that the correction slips would find their way into the leaflets once they arrived at post. UKvisas proposes to instruct posts and commercial partners to put a prominent notice in their waiting rooms directing people to the online versions of the leaflets, which contain the correct information</p>
<p><b>Visa Section Copenhagen Entrance Guard</b></p> <p>“I also observed the guard handling general enquirers and found his experiences useful. Four or five would-be visa applicants arrive in person each day and need to be sent away. The guard carefully explained each step in the process to them, drawing a diagram of the various stages. <b>I recommended</b> that he has a supply of pre-printed sheets with the same information, with guidance on how to access the internet at public libraries for those who say they do not have access.”</p>	3	<p>Agreed. We are working up a simplified document which will include other useful information. This again will be in place by the end of October 2007.</p>
<p><b>Visa Section Copenhagen Waiting Room</b></p> <p>" <b>I recommended</b> that the six chairs close to the counter are moved to the outer part of the waiting area.”(to protect privacy of those answering questions at the public counter).</p>	4	<p>Agreed. Copenhagen will now re-organise the waiting room as suggested by the end of October 2007.</p>

<p><b>Visa Section Copenhagen Refusals</b>  Three refusals checked were for family visits and had been given incorrect appeal information. “<b>I recommended</b> that Entry Clearance Managers check this aspect carefully in their file review, and that means reading the whole of the application. It would also be worth all 3 Entry Clearance Officers re-reading the relevant AECIP.”</p>	<p>4</p>	<p>UKvisas accepts the Independent Monitor's advice on the need for ECMs to check carefully that the correct appeal information is given when they review refusals. In the three cases reviewed by the Independent Monitor in Copenhagen the applicants were given full opportunity at interview to clarify whether or not a visit to a qualifying relative was intended. In each case the applicant's answers established that this was not the case so it is not clear how the Independent Monitor could conclude that full rights of appeal should have been accorded. UKvisas considers that post followed the relevant up to date guidance which is contained in AECIP 41 of 2006.</p>
<p><b>Visa Section Copenhagen Refusals</b>  “Some (Refusal) Notices tended toward statements of facts, without adding the relevance of the fact to a specific Immigration Rule, or expanding a fact into a reason. I was especially concerned that the factual statement that the applicant had “sought leave to remain in Denmark and had a Danish travel document” read as one of the reasons for refusal and <b>recommended</b> that this standard statement was re-worded.”</p>	<p>4</p>	<p>Agreed and re-worded.</p>

<p><b>Visa Section Copenhagen Complaints</b></p> <p>“The e-register is maintained by the full time Entry Clearance Officer. He was away at a conference and it could not be found until after my visit had ended. I was, therefore, unable to review any of the associated files. From the register, it looks as though the Entry Clearance Officer undertakes almost all of the investigations. <b>I recommend</b> that there should be more managerial level investigation as that normally allows the fresh look that complaints merit.”</p>	5	<p>UKvisas agrees that there is a need for managerial investigation of complaints. In Copenhagen all complaints go to a senior manager (HM Consul) in the first instance. He reviews each complaint with the ECO/ECM before agreeing an appropriate course of action and also maintains an electronic complaints register. It was unfortunate that during the Independent Monitor’s visit, HM Consul became aware of her request to see the register only at the very end of the visit, when the register was immediately made available.</p>
<p><b>Visa Section Copenhagen Complaints</b></p> <p>“I found one post decision letter from a sponsor (3%). It corrected an unfortunate piece of guesswork about a family’s sleeping arrangements that should not have been in the Refusal Notice. Given the weight placed on the comment in the Refusal Notice, I thought that the decision should have been formally reviewed. <b>I recommend</b> that Entry Clearance Managers should be especially alert to complaints raised by email to ensure that they are recorded adequately and receive a response.”</p>	5	<p>Accepted. Ukvisas will be issuing revised complaint handling procedures to posts by the end of October 2007 and this will be factored into them.</p>