

*If you wish to apply for indefinite leave to remain in the United Kingdom (UK) for a purpose for which you must use form SET(F), please read these guidance notes before making your application.*

### CONTACTING US

*Our main website address and telephone numbers for contacting us are given below.*

#### OUR WEBSITE

[www.bia.homeoffice.gov.uk](http://www.bia.homeoffice.gov.uk)

For information about immigration law and policy, the services offered by our public enquiry offices, and to see and download application forms and guidance notes

#### IMMIGRATION ENQUIRY BUREAU

0870 606 7766

Monday to Thursday: 9.00 - 4.45  
Friday: 9.00 - 4.30

For general immigration enquiries and information, and to book appointments at our public enquiry offices

#### APPLICATION FORMS UNIT

0870 241 0645

Monday to Thursday:  
9.00 - 4.45  
Friday: 9.00 - 4.30

For application forms and guidance notes only

### OUR PUBLIC ENQUIRY OFFICES

*Our public enquiry offices (PEOs) are for premium service applications only. Their addresses and opening times are given below. The telephone number for appointments is given above.*

#### CROYDON

Public Enquiry Office  
Lunar House  
40 Wellesley Road  
Croydon  
CR9 2BY

Monday to Friday:  
8.00 - 4.00

#### BIRMINGHAM

Public Enquiry Office  
Dominion Court  
41 Station Road  
Solihull  
Birmingham  
B91 3RT

Monday to Friday:  
9.00 - 4.00

#### GLASGOW

Public Enquiry Office  
Festival Court  
200 Brand Street  
Govan  
Glasgow  
G51 1DH

Monday to Thursday:  
8.30 - 4.30  
Friday: 8.30 - 4.00

#### LIVERPOOL

Public Enquiry Office  
Reliance House  
20 Water Street  
Liverpool  
L2 8XU

Monday to Friday  
8.30 - 4.00

### GUIDANCE NOTES

#### 1 FOR WHICH APPLICATIONS MUST YOU USE FORM SET(F)?

This form must be used if you are applying for indefinite leave to remain in any of the following categories:

**Child under the age of 18 of a parent or parents or a relative present and settled in the UK**

**Adopted child under the age of 18 of a parent or parents present and settled in the UK**

**Parent, grandparent or other dependent relative aged over 18 of persons present and settled in the UK**

You must be in the UK to apply.

## **2 QUALIFYING FOR INDEFINITE LEAVE TO REMAIN IN THESE CATEGORIES**

To qualify for indefinite leave to remain in the categories for which use must use form SET(F), you must meet the requirements set out in the following parts of the Immigration Rules:

### **Part 8, Section 2 - Child under the age of 18**

### **Part 8, Section 3 - Adopted child under the age of 18, parent/grandparent/other dependent relative over 18**

The full Immigration Rules are on our website. You can also seek information about the relevant rules by calling **0870 606 7766**.

## **3 WHO CAN APPLY ON THIS FORM?**

The immigration rules for the categories for which you must use form SET(F) do not allow any dependants. Because of this, the form does not make any provision for you to include dependants in the application.

If you have a partner and/or children, they must apply separately either in one of the categories on form SET(F), if that is appropriate, or on some other basis. If you need more advice about this, you may telephone our Enquiry Bureau - see front page for telephone number.

## **4 THE FEE**

The current specified fees for applications on form SET(F) are **£750** for postal applications or **£950** for the same day service at one of our public enquiry offices. If you do not pay the specified fee, the application will be invalid and will be returned to you.

We will not refund the fee if we refuse the application or if you withdraw it.

For information about methods of payment, please see the payment details guidance on page 2 of the form.

For more information about the current fees, please go to our website.

## **5 WHEN TO APPLY**

You must apply before the end of your permitted stay in the UK.

## **6 MAKING SURE YOUR APPLICATION IS VALID**

Paragraphs 34-34I of the Immigration Rules specify certain requirements with which an application on a form specified for the purpose of the Rules must comply. To make a valid application, you must:

*apply on the current version of form SET(F)*

*pay the fee in full by a method specified in the payment guidance*

*provide photographs of yourself as specified*

*complete section 6 (Personal History) as required*

*sign the declaration in section 9*

*send the application by prepaid post to the Border and Immigration Agency address given on the form or make it in person at a public enquiry office.*

If you fail to do any of these things, your application will be invalid and we will return it to you. This could result in the loss of appeal rights if your permitted stay has run out by the time you make a valid application.

## **7 MAKING SURE YOUR APPLICATION IS COMPLETE**

You do this by completing every section of the form as required and providing all the relevant specified documents, including your passport or travel document and those of any dependants included in the application. **If you do not do this, we reserve the right to decide your application on the basis of the information and documents provided.**

It is important, therefore, to provide an explanation if you cannot give us all relevant information or documents when making your application.

## **8 COMPLETING THE FORM**

Please use a black pen to complete the form; write names, addresses and similar details in capital letters.

In the payment details and other sections where you give personal details and addresses, leave an empty box between each name or part of the address(es) required in this section. Please note that we always use the personal details in an applicant's passport or travel document for official purposes, including any residence permit if the application is granted.

Take care to complete all sections as required, including the Personal History section. Follow the guidance on page 2 of the form when completing the payment details. Read the notes in various sections of the form.

If you need help with any of the questions, you can seek advice by telephoning **0870 606 7766**.

As already emphasised in part 7 of these notes, you must enclose a letter of explanation if you are unable to provide all the required information or any relevant specified documents.

## 9 PHOTOGRAPHS

For your application to be valid, it is mandatory to provide the following photographs:

**Two identical passport-size photographs of yourself with your name written on the back of each one.**

The photographs should be in colour, taken recently (within the last month), and approximately 45 millimetres high and 35 millimetres wide, the size of a passport photo.

Each photograph must show your full face clearly against a light background. Sunglasses are not acceptable. Nor is any head covering unless this has to be worn for religious or cultural reasons. But if such a covering conceals the face, this will not be acceptable.

Use one staple or paper clip to attach your photographs to the space provided. When stapling, do so at the edge of the photographs so as not to damage the image of the face. **Do not use glue or any other sticky adhesive.**

If the application is successful, the photograph which you provide will be reproduced in the residence permit in your passport.

## 10 DOCUMENTS

**The documents provided with the application must be originals.**

Copies of any kind are not acceptable unless there are valid reasons for not being able to provide the original document. In such circumstances, we may accept a copy certified by the body or authority which issued the original (for example, a copy of a savings book certified by the building society or bank), or by a notary. The reasons for not being able to provide the original document must be explained in a covering letter. As a rule, we are unlikely to be able to grant your application without the original document.

Any documents which are not in English must be accompanied by a reliable English translation.

Make sure your passport or travel document is signed.

## 11 APPLYING BY POST - THE ADDRESS

If you are applying by post, the address to which you must send an application on form SET(F) is:

**Border and Immigration Agency  
Leave to Remain - SET(F)  
PO Box 495  
Durham  
DH99 1WR**

Posting it to any other address will not only delay your application but could make it invalid. This address is only to be used when sending your application. Please use the address given in part 14 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s) and other documents by Recorded Delivery. If you would like them to be returned by Special Delivery, you must provide a prepaid Special Delivery envelope which is large enough.

## 12 APPLYING IN PERSON

We offer a same day service to people who apply in person at our public enquiry offices (PEOs). The premium rate of **£950** has to be paid for this service, which is available only for applications which are straightforward and do not require further enquiries.

**Appointments.** To apply in person, you must make an appointment in advance with one of the PEOs. If you make one for some time ahead, please check that the application form you use is still valid on the day of your appointment.

The addresses, telephone number and opening times of the PEOs are given on the front page of these guidance notes. For the latest information about their opening times and services, please see our website or phone their number.

## 13 DECISION TIMES

Our current published service standards for deciding charged applications are:

**Applications made by post:** we aim to decide 70% of applications within 4 weeks (20 working days) and 90% within 14 weeks (70 working days).

**Applications made in person:** we aim to decide 98% within 24 hours.

Applications which are not straightforward or which need further enquiries take longer to decide. These include applications by people who have remained here unlawfully after the expiry of their permitted stay.

As we cannot tell in advance how long it will take to decide particular cases, our general advice is not to make any non-urgent travel arrangements until your passport(s) or travel document(s) are returned.

## 14 CONTACTING US AFTER YOU HAVE APPLIED

If you need to contact us after you have applied, please do so as follows.

To send us more information about your application, write to the following address (not the one to which you posted your application):

**Border and Immigration Agency  
Initial Consideration Unit - SET(F)  
Lunar House  
40 Wellesley Road  
Croydon  
CR9 2BY**

and give the following details in your letter:

- the applicant's full name, date of birth and nationality
- any Recorded or Special Delivery number
- the date on which the application was posted or made in person
- the Home Office reference number if you have one.

If you need your passport to travel urgently and unexpectedly, call **0870 606 7766** and give the personal and other details listed above.

Your application will be treated as withdrawn if your passport is returned for travel abroad before we are able to decide the application.

## 15 OBTAINING APPLICATION FORMS

You can obtain application forms from our Application Forms Unit on **0870 241 0645** or by downloading them from our website.

## 16 OTHER TELEPHONE ENQUIRIES

For enquiries other than obtaining an application form, call **0870 606 7766**.

We also have the following freephone textphone number: **0800 38 98 28 9**.

## 17 CHOOSING AN IMMIGRATION ADVISER

If you engage an immigration adviser one, take care in choosing one. The Office of the Immigration Services Commissioner (OISC) regulates immigration advisers.

The OISC website at **www.oisc.gov.uk** contains a list of authorised advisers. It also has links to websites for

solicitors, barristers and legal executives. If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

**Office of the Immigration Services Commissioner  
5th Floor,  
Counting House  
53 Tooley Street  
London  
SE1 2QN**

Telephone: **0845 000 0046**

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on **0870 606 2555** or visit their website at **www.legalcomplaints.org.uk**

The address and telephone number for any complaints about a solicitor are:

**Legal Complaints Service  
Victoria Court  
8 Dormer Place  
Leamington Spa  
Warwickshire  
CV32 5AE**

Telephone: **0845 608 6565**

## 18 COMPLAINTS ABOUT OUR SERVICE

If you wish to make a complaint about our service, you can do so in writing to the address below or by email to **bia.cu@homeoffice.gsi.gov.uk**

**BIA Customer Focus Team  
PO Box 1384  
Croydon  
CR9 3YJ**

You may also call **0870 241 6523** or visit our website.

## 19 DATA PROTECTION NOTICE

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes.

The information in the payment details page will be known to the private contractor engaged by the Home Office to process application payments.