

*If you wish to apply for an extension of stay in the UK on form FLR(O), please read these guidance notes and the separate UKBA photograph guidance (version 04/2009) before making your application.*

## CONTACTING US

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

### OUR WEBSITE

www.ukba.homeoffice.gov.uk

For information about immigration law and policy, the services offered by our Public Enquiry Offices, to see and download application forms and related guidance, and to book an appointment to apply in person

### IMMIGRATION ENQUIRY BUREAU

0870 606 7766

Monday to Thursday 9.00 - 4.45  
 Friday 9.00 - 4.30

For immigration information and enquiries, 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, guidance notes and photograph guidance only

## OUR PUBLIC ENQUIRY OFFICES

*Our Public Enquiry Offices (PEOs) are for premium service applications only. Their addresses and opening times are given below - with the exception of Belfast PEO, as it currently offers a more limited service. The telephone number for appointments is given above. For details of the services and facilities provided by each of the PEOs, please go to our website.*

CARDIFF	CROYDON	GLASGOW	LIVERPOOL	SHEFFIELD	SOLIHULL
General Buildings Ground Floor 31-33 Newport Road Cardiff CF24 0AB	Lunar House 40 Wellesley Road Croydon CR9 2BY	Festival Court 200 Brand Street Govan Glasgow G51 1DH	Reliance House 20 Water Street Liverpool L2 8XU	Vulcan House 6 Millsands Sheffield S3 8NU	Dominion Court 41 Station Road Solihull Birmingham B91 3RT
Monday to Friday 9.00 - 4.00	Monday to Friday 8.00 - 4.00	Monday to Thursday 8.30 - 4.30 Friday 8.30 - 4.00	Monday to Friday 8.30 - 4.00	Monday to Friday 9.00 - 4.00	Monday to Friday 9.00 - 4.00

## GUIDANCE NOTES

### 1 FOR WHICH APPLICATIONS MUST YOU USE FORM FLR(O)?

Form FLR(O) must be used if you are applying for an extension of stay in one of the following categories:

- **general visitor**
- **overseas qualified nurse or midwife**
- **private servant in a diplomatic household**
- **dependants of exempt members of HM Forces**
- **other purposes/reasons not covered by other application forms**

Other purposes/reasons include serious medical reasons where the treatment is not private. Use this form rather than form HPDL for such an application.

You and any dependants applying with you must be in the UK to apply.

You **must not** use this form

- *to make an application for asylum or international protection (this includes an application for humanitarian protection or an Article 3 European Convention on Human Rights (ECHR) application made on protection grounds); or*
- *to make further submissions on asylum or human rights grounds after the refusal or withdrawal of an earlier asylum or human rights claim.*

Some of the categories previously on form FLR(O) now fall under the Points Based System or have been transferred to form FLR(BID) as shown below

**Representative of an overseas newspaper, news agency or broadcasting organisation; and member of the operational ground staff of an overseas-owned airline** are now Tier 2 (General) migrant.

**Minister of religion, missionary or member of a religious order** are now Tier 2 (Minister of Religion) migrant.

**Au pair** is now Tier 5 (Youth Mobility) migrant.

**Visiting religious worker and overseas government employee** are now Tier 5 (Temporary Worker) migrant.

**Postgraduate doctors or dentists** are now Tier 4 (General) student.

**Domestic worker in a private household, UK ancestry and visitor for private medical treatment** are now on form FLR(BID).

## 2 QUALIFYING FOR AN EXTENSION OF STAY

To qualify for an extension of stay in the categories of the Immigration Rules for which you must use form FLR(O), you must meet the requirements set out in the following parts of the Rules:

*Part 2 - general visitor*

*Part 3 - overseas qualified nurse or midwife, private servant in a diplomatic household*

*Part 7 - dependants of exempt members of HM Forces*

The full Immigration Rules are on our website.

## 3 WHO MAY APPLY ON THIS FORM?

You and your partner and/or children under 18 if they are applying as your dependants (if allowed by the relevant immigration rules - see below) .

“Partner” means a spouse, civil partner, unmarried or same-sex partner.

Children aged 18 or over may not be included; they must each apply individually and pay the specified fee, as must any children under 18 if there is some reason preventing them from applying with you.

The immigration rules for the **general visitor** category do not allow dependants. If you include an application by a dependant, their application is likely to be refused.

## 4 THE FEE

If no dependants are applying with you, the current specified fees for applications on form FLR(O) are **£465** for postal applications or **£665** for the premium service at one of our Public Enquiry Offices.

If any dependants are applying with you, there is an additional fee of **£50** for each dependant.

### Please note the following:

- **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 and any dependants applying with you should apply before the end of your/their 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 FLR(O)*
- *pay the specified fee by one of the methods specified in the payment guidance*
- *provide photographs of yourself and any dependants who are applying with you as specified in the application form*
- *complete section 5 (Personal History) as required*
- *sign the declaration in section 8 as specified*
- *send the application by prepaid post to UK Border Agency 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 ENSURING YOUR APPLICATION IS COMPLETE

You do this by completing every relevant section of the form as required and providing all the documents specified for your particular application, including your passport and those of any dependants applying with you.

**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 part of the name and of the address.

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.

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 full name written on the back of each one.*
- *Two identical passport-size photographs of any dependants who are applying with you with their full name written on the back of each one.*

The photographs you provide must also comply with **the format requirements specified in the separate UKBA photograph guidance.**

Please ensure that you place the photographs in a small sealed envelope and attached it to section 1 of the form as instructed there - and without any staples, clips, pins or anything else which could mark or damage the photographs.

If the application(s) is/are successful, the photographs which you provide will be reproduced in the residence permit(s) in your passport or travel document and those of any dependants included in the application.

## 10 DOCUMENTS

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. We are unlikely 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 passports or travel documents are signed.

## 11 APPLYING BY POST - THE ADDRESS

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

**UK Border Agency  
Leave to Remain - FLR(O)  
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 15 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.

You will receive a letter of acknowledgement within a few days of your application being received unless there is a problem concerning the payment of the fee, in which case you will be contacted as soon as possible.

## 12 APPLYING IN PERSON

We offer a premium service to people who apply in person at our Public Enquiry Offices (PEOs). This service is available only for applications which are straightforward and do not require further enquiries. The premium rate of **£665** has to be paid for this service - plus **£50** per dependant if any are applying with you.

**Appointments.** To apply in person, you must book an appointment in advance with one of the PEOs. You can do so online at <https://ukbabooking.homeoffice.gov.uk/> or by calling **0870 606 7766**.

If you book some time ahead, please check that the application form you use is still valid on the day of your appointment.

Please note that if your application is successful, identity cards for yourself and any dependants applying with you will be posted within 7 working days of your appointment; **they cannot be issued on the day itself.**

The PEO addresses, opening times and telephone number for appointments are given on the front page of these guidance notes.

For the latest information about their opening times and services, please see our website.

## 13 DECISION TIMES

For the latest information on our service standards for deciding charged applications in the 2009/10 business year, please go to our website.

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 YOUR STATUS WHILE YOUR APPLICATION IS BEING CONSIDERED**

If you and any dependants apply before the end of your permitted stay in the UK, your/their existing immigration status, including any permission to work, will continue until your/their application(s) is/are decided.

#### **15 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):

**UK Border Agency  
Initial Consideration Unit - FLR(O)  
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.

#### **16 OBTAINING APPLICATION FORMS**

You can obtain application forms, the accompanying guidance notes and the UKBA photograph guidance from our website at **[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)**

If you are unable to obtain the form and accompanying guidance from our website, our Application Forms Unit on **0870 241 0645** will be able to help but it will take longer.

#### **17 OTHER ENQUIRIES**

For enquiries other than obtaining an application form, consult our website or call **0870 606 7766**.

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

#### **18 CHOOSING AN IMMIGRATION ADVISER**

Immigration advisers are regulated by the Office of the Immigration Services Commissioner (OISC). Their website at **[www.oisc.gov.uk](http://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.sra.org.uk](http://www.sra.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**

#### **19 COMPLAINTS ABOUT OUR SERVICE**

If you wish to make a complaint about our service, please refer to the complaints page on our website for detailed information on how to do so.

#### **20 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.