

ABOUT WEST LONDON IMMIGRATION SERVICES AND HOW DO WE WORK INFORMATION BOOKLET.



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ABOUT **Us**

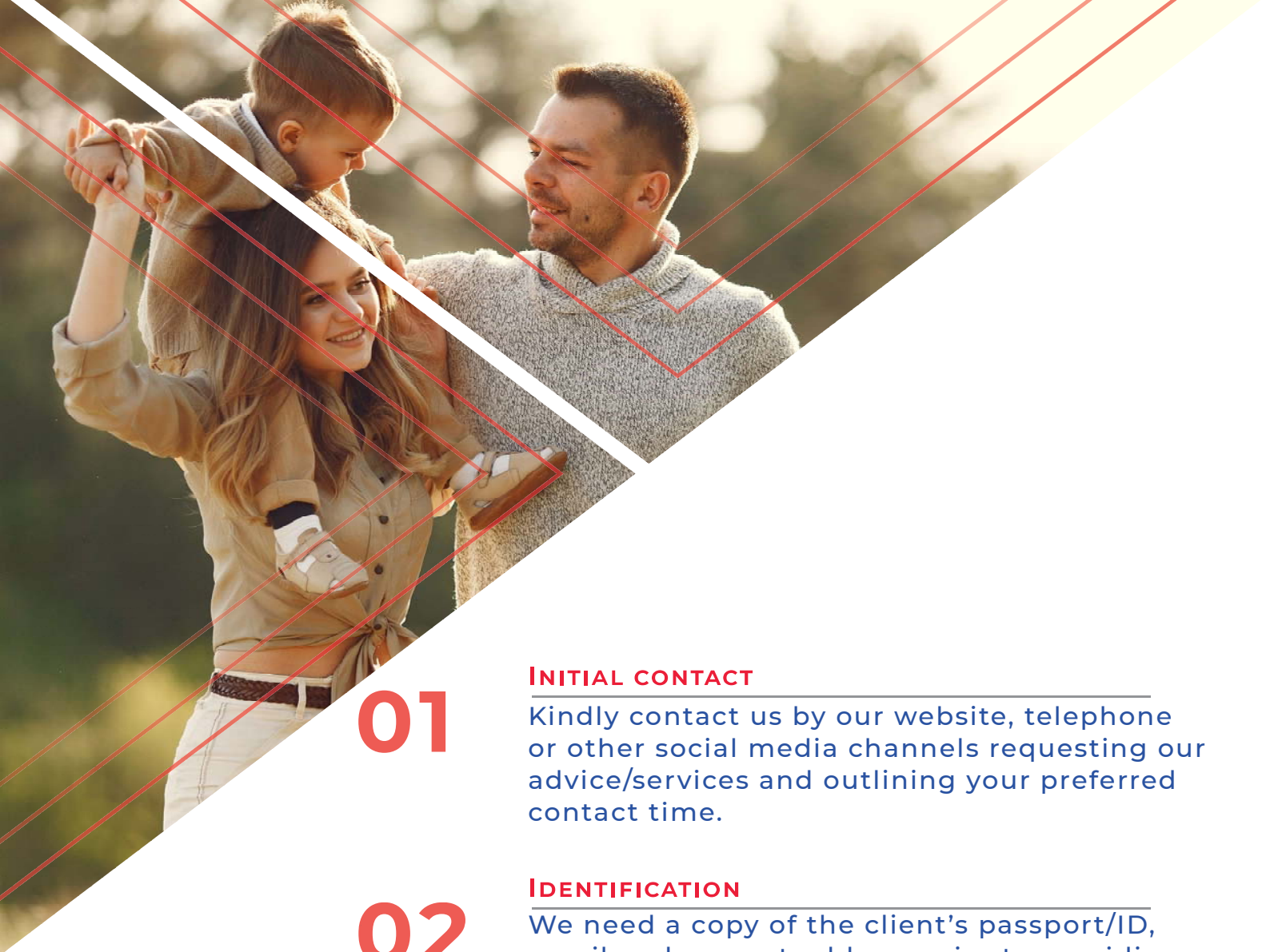
West London Immigration Services (WLIS) specialises in providing UK immigration advice and representing clients towards visa success. Whether it is in applying for Entry Clearance, Further Leave to Remain, Settlement in the UK or as a citizen of the European Union, our experienced advisor will guide you through the process representing you for immigration purposes. West London Immigration Services are authorised and regulated by the Office for Immigration Services Commissioner (OISC[registration number F201400882]) to provide immigration advice and represent clients for UK immigration purposes.

OUR **HISTORY**

West London Immigration Services (WLIS) started its immigration advisory practice in 2013 in Ealing, West London, United Kingdom. Now based in Durham in the North East of England, WLIS serves clients throughout the United Kingdom and rest of the world using modern technology to provide flexible service conducive to supporting clients' convenience.

HOW DO **WE WORK ?**

Following relocation from London to Durham and changes in the UKVI application process we require that approaching clients work with us on the following arrangement:



01

INITIAL CONTACT

Kindly contact us by our website, telephone or other social media channels requesting our advice/services and outlining your preferred contact time.

02

IDENTIFICATION

We need a copy of the client's passport/ID, email and current address prior to providing the appointed advice or service. We therefore request this information be sent to us by email or post as soon as possible.

03

CALL BACK

We would be pleased to respond to a request for a call back happily contacting you to discuss your query via telephone (including mobile, WhatsApp, Viber, Skype) depending on your stipulated choice of communication.

04

INITIAL DOCUMENT ASSESSMENT

Initial documentation to support assessment can be sent to the advisor directly on WhatsApp, Viber or iMessage for initial advice purposes. N.B. Documents sent to us through this medium will not be used for the official application to the authorities and are only used for the purposes of providing quick advice to clients remotely.



05

CONTRACT OF ENGAGEMENT

We will issue you with a client care letter by email which is a legally binding contract confirming your instruction for WLIS to represent you for immigration purposes.

06

RETURNING A SIGNED CONTRACT

We ask that you kindly return a signed copy of a client care letter to us via email or post. To help save paper and the environment, just the signature page and GDPR consent page of the client care letter are necessary.

07

RECEIPT OF DOCUMENTATION

We will further assess all documents received at our offices via email or post. N.B. For documents you intend to post, kindly include a prepaid return envelope to avoid us charging a £15 admin fee plus postal cost. We advise that clients send colour scan copies of documentation.

08

HOME OFFICE APPLICATION

We will complete the application on your behalf using communication channels such as WhatsApp and Viber in order to obtain the appropriate level of details from yourself enabling us to represent you for immigration purposes. These communication channels provide you with the flexibility of responding at your own convenience enabling speedy communication for when such requested information is available to you. Please be assured, we may send you multiple drafts for your confirmation and review prior to making the final submission.

Note: Once the client confirms details on a partially completed application, only then will we proceed towards submission of the application to the authorities.



09

APPLICATION SUBMISSION

We will submit your application on the Access UK site at gov.uk for both UK and overseas-based applicants. As payment to the authorities must be made directly and at this point, the payer must be available at the time the application is submitted.

10

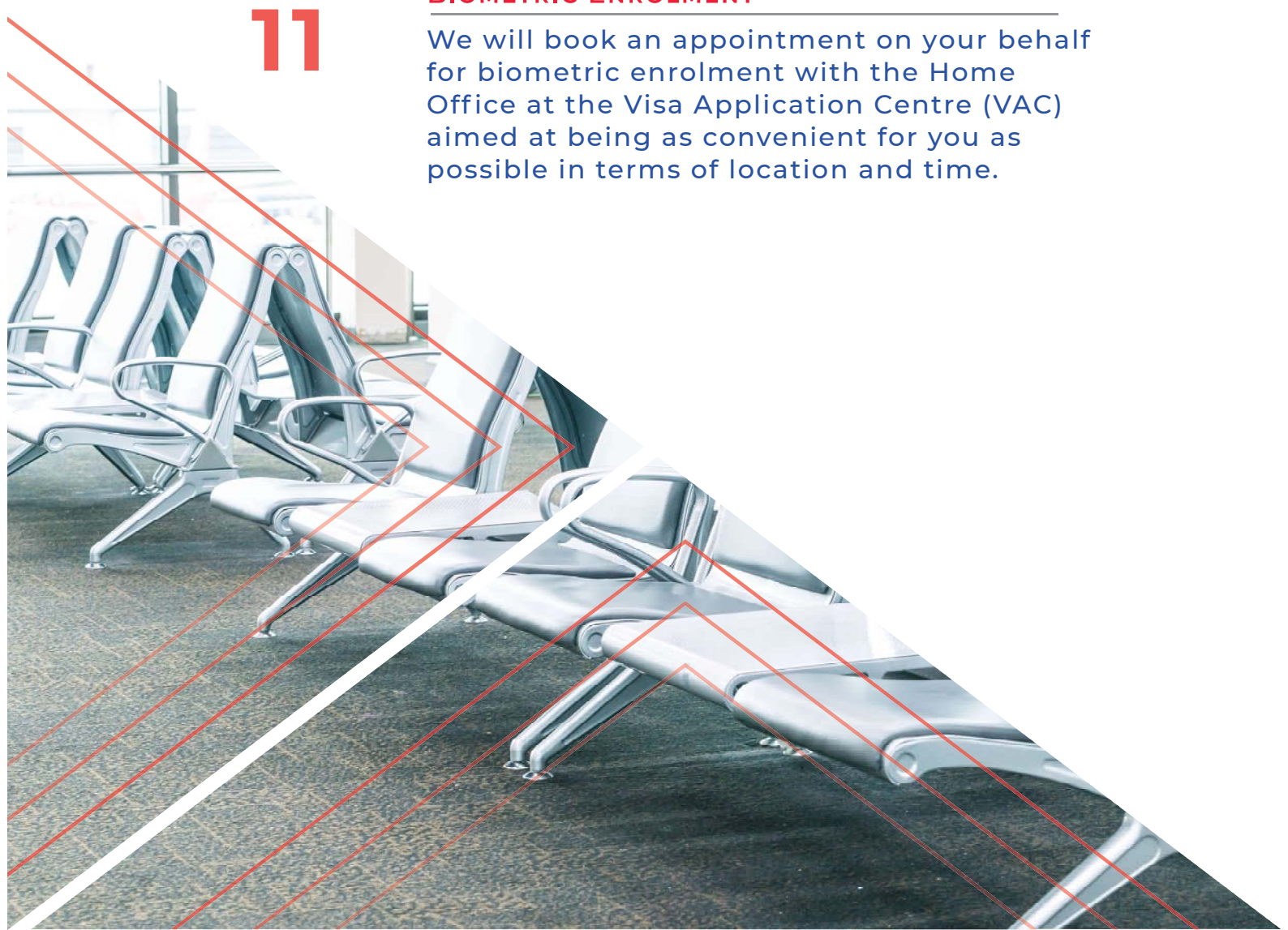
DOCUMENTS SUBMISSION

For the purposes of having a record of successful submissions, we prefer to submit supporting documentation online ourselves to the Home Office authority through its chosen contractors' portals (VFS, Teleperformance or Sopra Steria (UKVCAS)). Note: We will therefore request from you your login details and consent prior to accessing the submission portal.

11

BIOMETRIC ENROLMENT

We will book an appointment on your behalf for biometric enrolment with the Home Office at the Visa Application Centre (VAC) aimed at being as convenient for you as possible in terms of location and time.





12

VISA DECISION

IN COUNTRY:

1. Usually, the UKVI will write to us with the outcome of your visa application.
2. Decision received by us:
 - We will provide you with an update via email
 - BRP card received at our address (We will post it to your address £15 admin and postal cost applies)

OVERSEAS APPLICATION:

1. An email of the outcome is generally sent in many countries however some countries only find an outcome once the passport is collected at the VAC where the application was made.
2. Upon receiving a decision, you agree to send us a copy of the decision (visa or refusal).
3. Upon arrival in the UK and on collection of BRP you agree to send us a copy for our compliance and record purposes.

13

FILE CLOSURE

When all above twelve steps are concluded we will close your file providing you with confirmation of file closure by email.

NOTE : Any new instruction to us upon the UKVI decision is treated as a new case, thereby requiring a repeat of the above process as necessary and incurring corresponding fees.