**

**VISA SECTION NEWS AND UPDATES**

**Processing Times**

Current visa application processing times for the Istanbul Decision Making Centre (DMC) for the week commencing 24 August 2015:

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Global Service Standards* | *Current processing times* | *Current performance against our standards* |
| Super Priority Visa | within 24 hours | within 24 hours  | within standard |
| Priority Visa | within 5 working days | 3 working days | within standard |
| Business visitors | within 15 working days | 8 working days | within standard |
| Visit Visas  | within 15 working days | 8 working days | within standard |
| Tier1,2,4 and 5 and dependants | within 15 working days | 8 working days | within standard |
| Settlement | within 60 working days | 45 working days | within standard |
| Time to make Biometric Appointments across VACs | within 5 working days | 2 working days | within standard |
| Customer enquiry response times | within 20 working days | 2 working days | within standard |
| Complaints response times | within 20 working days | 5 working days | within standard |

**These times can change on a daily basis.**

**-**Each application is unique and some may require longer processing times than those listed above. [Visit our processing times page](http://www.ukba.homeoffice.gov.uk/visas-immigration/general-info/processing-times/) to see our globally agreed customer service standards and our recent performance against them.

**-** Please allow additional time for your passport to be dispatched to you.

**Steps to apply for a visa**

1. Visit the UK Visas and Immigration website <https://www.gov.uk/visas-immigration> to complete your application and book an appointment to visit either a Visa Application Centre (VAC) or Temporary Enrolment Location (TEL). Visa Application Centres and Temporary Enrolment Locations are contracted by UK Visas and Immigration to offer customers services that include visa application and biometric collection facilities.

**IMPORTANT**: If your default browser is a **non-supported browser**; please ensure you copy-paste the address to one of the tested browsers: Internet Explorer 10, 9 and 8; Chrome 30 and 29; Firefox 25.

If you have used a non-supported browser to register, you must use an alternative email address or select ‘Forgotten your password’ at the log in screen stage when registering on a supported browser

1. Detailed guidance on the application procedure can be found here:

English

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/408853/HOW_TO_APPLY_FOR_A_UK_VISA_Jan_2015_English.pdf>

Turkce

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/408854/HOW_TO_APPLY_FOR_A_UK_VISA_Jan_2015_Turkish.pdf>

1. Once you have made your appointment, you will need to pay your visa fee online. Please read condition of payment and refund policy; mark boxes to confirm you have read and understood the information to make payment. You will be directed to a secure payment system
2. Attend your appointment to submit your biometrics information (and any required documentation). For further information about visa application centres and facilities please visit <http://www.tpcontact.co.uk/>
3. Your visa application and documents will be assessed by the UK Visas and Immigration team in Istanbul and they will make a decision on issuing a visa.
4. Your documents will be returned to the VAC or to you if you directly if you have purchased return courier service

UKVI is constantly working for opportunities to enable improved customer services.

You may find the “How to Apply for a UK Visa” guide from the following links.

Where we offer a priority service, this is only available for certain categories of applications. Please check <https://www.gov.uk/visas-immigration> or <http://www.tpcontact.co.uk/> for further information.

**Important note-** By opting for the Priority Service, it does not imply or guarantee in any way that you will be successful in your application. All visa applicants must meet the requirements of the UK Immigration Rules. The amount paid for the priority service, as well as the visa application fee, is not refundable if the visa application is refused or, in exceptional cases, takes longer to process.

**Latest news**

On 16 March 2015 UK Visas & Immigration launched a new 24-hour **Super Priority Visa Service** in Istanbul.

The introduction of the Super Priority Visa Service in Istanbul will give customers, applying for most visit or work visas, the option to apply, receive a decision and collect their documents within24 hours.

The service costs an additional **£600** and is available to customers applying in one of the following immigration routes:

* [Tourist and short stay](https://www.gov.uk/browse/visas-immigration/tourist-short-stay-visas) visit visas for those with authority to live in Turkey
* [Points Based System Tier 2](https://www.gov.uk/browse/visas-immigration/work-visas)  applicants with authority to live in Turkey
* [Points Based System Tier 5](https://www.gov.uk/browse/visas-immigration/work-visas) applicants with authority to live in Turkey

Appointments are available Monday to Thursday from 08:30 until 09:30am. Once an application has been submitted at the Visa Application Centre in Istanbul, applications will be processed and a decision made in the usual way. Customers will then be able to collect their documents from 09:00 the next working day.

 For further information please click [here](http://www.ge2tr.tpcontact.co.uk/).

When we experience or predict drops in any of our service levels, we will let you know what they are, how you are affected, how long we estimate it will last and what we are doing to fix it.

 **Current delays: Forecast service interruptions:** None to report

**International Enquiry Service**

If you require any visa information, or have a query about the visa application process, you can speak to an advisor at:

**Phone lines:** 00 800 142 078469; or 00 44 1243 218 175

**Local opening times:** 9:00am - 4:00pm

**Co**s**t:** £1.37 per minute, you will not be charged until you are connected to an advisor. Alternatively, if you wish to email or have a web-chat please visit the following website

<https://ukvi-international.faq-help.com/>

Contact by email is free, and a ten minute web-chat will cost £4.

**UK Visas and Immigration Istanbul**