

GUIDANCE FOR NATIONALS OF CROATIA ON OBTAINING PERMISSION TO WORK IN THE UK

1. The purpose of this guidance is to explain what you and your family need to do if you want to work legally in the United Kingdom (UK). It explains how to apply, and what sort of documents you may need. It also explains what you can do if you are in the UK for some other purpose (for example, study or self-employment) and you wish to obtain a document confirming your status.

2. As a Croatian national you are able to move and live freely in any Member State of the European Union (EU). You do not need permission under our Immigration Rules to reside legally in the UK. You will have a right of residence in any EU Member State for the first 3 months of residence on an unrestricted basis and you can remain legally resident in that state as long as you wish, providing you are exercising a Treaty right as a student, a self-employed person, or if you are self-sufficient (and not economically active). You will **not** have an automatic right to reside as a worker or a jobseeker in the UK (unless you are exempt from work authorisation requirements - see paragraph 6 below).

Types of European documentation that may be issued to you if you wish to remain in the UK for more than three months

3. If you want to work in the UK, you may qualify for a blue, yellow or purple registration certificate. Your family members may also qualify for a registration certificate if they are a national of an European Economic Area (EEA), or a residence card or family member residence stamp if they are non-EEA nationals. A description of each of these documents is outlined below. You should read this guidance before you make an application. How to make an application is set out in paragraphs 29 to 35 of this document.

Blue registration certificates

These certificates indicate that the holder can work in the UK without restrictions. Blue registration certificates are issued to Croatian nationals who are highly skilled, or are exempt from the requirement to work authorisation (see paragraphs 6-8).

Yellow registration certificates

These certificates are issued to Croatian nationals exercising Treaty rights as self-employed persons, self-sufficient persons or students. The certificate will state whether the holder is self-employed, self-sufficient or a student and explain if the holder can legally work in the UK.

Further information on exercising Treaty rights see the Home Office website. The relevant link is below.

<http://www.ukba.homeoffice.gov.uk/eucitizens/documents-eea-nationals/>

Purple registration certificates

These are issued to Croatian nationals who wish to work in the UK but are subject to work authorisation. They are issued to workers and contain the name of the employer that the holder can work for or the category of work they can engage in.

Residence cards

These can only be issued to your family members if they are non-EEA nationals and you are not subject to work authorisation. They confirm the holder's right of residence under European law.

Family member residence stamp

These can also only be issued to your family members if they are non-EEA nationals and you are subject to work authorisation.

Work authorisation

4. Unless exempt from work authorisation, nationals of Croatia are required to obtain permission to work before they can take up employment in the UK. **If you take employment without obtaining such authorisation you, and your employer, may be committing a criminal offence (see paragraphs 27 to 28).**

Exemption from the worker authorisation requirement

5. If you are exempt from worker authorisation and want to be employed here, you will not need to obtain a purple registration certificate. As someone who is exempt, you will be able to take employment without restriction. You can obtain confirmation of this right by applying for a blue registration certificate (but this is not compulsory unless your exemption is based on being highly skilled). Paragraph 6 of this guidance will tell you whether you can work here without restriction. Paragraph 30 will advise you which application form you need in order to apply for a blue registration certificate. Further information about exemptions can be found on the Home Office website at

<http://www.ukba.homeoffice.gov.uk/eucitizens/croatia/liveworkuk>

6. You will be exempt from the requirement to obtain authorisation to work in the UK if:

- On 30 June 2013 you have leave to enter and that leave does not place any restrictions on taking employment in the United Kingdom (see below).
- You have been working with permission in the UK on 30 June 2013 and have done so for a continuous period of 12 months ending on that date.
- You have been working with permission in the UK for a continuous period of 12 months ending after 30 June 2013.
- You have acquired a right of permanent residence under the European Regulations. (See below).
- You are also a national of the UK or another EEA Member State other than Croatia or, until the end of December 2013, Bulgaria and Romania
- You are the spouse, civil partner, unmarried partner or same sex partner of a UK national or a person settled in the UK.

- You are the spouse, civil partner, unmarried partner, same sex partner or child under 18 of a person who has leave to enter or remain in the UK that allows a person to work in the UK.
- You are the family member of either:
 - a) a Croatian national who is subject to worker authorisation and has permission to work or
 - b) a Bulgarian or Romanian national who is subject to worker authorisation and holds a valid accession worker card

‘Family member’ in this context means a child, spouse, civil partner, unmarried or same sex partner of the sponsor or a dependant in the ascending line (for example parent or grandparent).

- You are a highly skilled person and hold a blue registration certificate confirming that they have unrestricted access to the labour market.
- You are a posted worker.
- You are a member of a diplomatic mission or are in another specified category exempt from immigration control.
- You are in the UK as a student and you either:
 - a) hold a yellow registration certificate confirming that you are exercising a Treaty right as a student and that you shall not work for more than 20 hours per week, except where following a course of vocational training and working as part of that training or you are working during vacation periods; or
 - b) have leave to enter or remain as a student and are working in accordance with any conditions attached to that leave. This will apply in circumstances where you had leave as a student before 1 July 2013, and continue to meet the criteria as a student and this leave is still valid.

7. As above, you will be exempt from worker authorisation if you are a highly skilled person. However, in order to qualify as a highly skilled individual, you will need to demonstrate that you meet certain criteria and obtain a blue registration certificate on this basis (see paragraph 10).

Leave that allows the holder to work in the UK without restriction

8. Leave which does not restrict a person's right to work includes:

- indefinite leave to enter or remain
- limited leave to enter or remain on code 1A conditions, such as:
 - leave as a refugee
 - humanitarian protection
 - discretionary leave, or

- exceptional leave to enter or remain
- limited leave to enter or remain on code 1 conditions, such as:
 - leave as the spouse, civil partner, unmarried partner or same-sex partner of a British citizen or person present and settled in the UK
 - leave as a dependant of a worker permit holder
 - leave under the Highly Skilled Migrant Programme (HSMP), or
 - leave under the pre-Tier 4 postgraduate doctors and dentists scheme.

If the leave has a restriction (or prohibits employment) then it does not count under this exemption. Leave that restricts or prohibits a person's right to work includes:

- code 2 leave (work permit holders, students)
- code 3 or 5N leave (visitors – no right to work).

Permanent Residence under European Regulations

9. When you have lived in the UK for a continuous period of 5 years in accordance with the European regulations, you automatically acquire permanent residence under European law. It is not sufficient simply to remain in the UK for 5 years. Instead that period of residence has to be in accordance with the conditions of the European Regulations 2006. Further information can be found via the link below

<http://www.ukba.homeoffice.gov.uk/eucitizens/rightsandresponsibilities/>

Highly skilled individuals

10. To qualify as highly skilled, you must **either**:

- have obtained an endorsement by a designated body or
- have applied for a blue registration certificate within 12 months of being awarded one of the following qualifications by a UK recognised body:
 - A recognised bachelor, masters or doctoral degree
 - A postgraduate certificate in education or professional graduate diploma of education
 - A Scottish higher education institution, a Higher National Diploma

A designated body in this context is either; The Royal Society, The Royal Academy of Engineering, The British Academy or the Arts Council. Each of these bodies has its own criteria for the application and issuing of such an endorsement. Further details on what you need to do in order to apply as a highly skilled person is available from our website

<http://www.ukba.homeoffice.gov.uk/eucitizens/croatia/applying/highlyskilled>

If you qualify as a highly skilled individual we will issue you a blue registration certificate confirming that there are no restrictions on you taking employment in the

UK. If you are highly skilled and meet the relevant criteria, you will only become exempt from worker authorisation when you have been issued the blue registration certificate.

The self-employed and work authorisation

11. If you are working in a self-employed capacity, and exercising a Treaty right on that basis, you will not need to obtain authorisation for that work although you will need to be able, if challenged, to demonstrate that you are genuinely self-employed. If you are exercising a Treaty right as a self-employed person, you may apply for a yellow registration certificate confirming this.

Please note: it is not a requirement that you do so and a yellow registration certificate issued on this basis will not confer a right to take employment on any other basis than self-employment.

12. In order to determine whether or not a worker is employed or self-employed, a non-exhaustive list is given below. As a general guide, if someone answers 'Yes' to all of the following, then they are probably an employee:

- Do you have to do the work yourself?
- Can someone tell you, at any time, what to do, where to carry out the work or when and how to do it?
- Can you work a set amount of hours?
- Can someone move you from task to task?
- Will you be paid by the hour, week or month?
- Can you get overtime pay or bonus payment?

If a worker answers 'yes' to all of the following, it will usually mean that they are self-employed:

- Can you hire someone to do the work or engage helpers at your own expense?
- Do you provide the main items of equipment to do your job, not just the small tools that many employees provide for themselves?
- Do you agree to do a job for a fixed price regardless of how long the job may take?
- Can you decide what work to do, how and when to do the work and where to provide the services?
- Do you have to correct unsatisfactory work in your own time and at your own expense?

If you are unsure whether you qualify as a self-employed person, you may wish to access the relevant information from Her Majesty's Revenue & Customs (HMRC) website at www.hmrc.gov.uk

Information on obtaining a National Insurance number can be found on the Department for Work and Pensions website at www.dwp.gov.uk

Students and worker authorisation

13. If you are a student in the UK, you may engage in employment for up to 20 hours a week during term time and full time work during vacation periods from your course. However, if you wish to work, you **must** first obtain a yellow registration certificate confirming that you are exercising a Treaty right as a student. This will provide authority for you to work up to 20 hours per week (or full time during vacation periods from your course of study). You may work for more than 20 hours a week during term time, if you are on a course of vocational training and a work placement is considered to be a necessary part of the course. The work placement must be of an appropriate length and relevant to your qualification. You must not start your work placement before obtaining a registration certificate confirming that you are a student. A list of accredited qualifications can be found on the Register of Regulated Qualifications website at <http://register.ofqual.gov.uk/>

As with all other EEA nationals exercising Treaty rights as a student it is mandatory for those applying for a yellow registration certificate as a student to provide evidence of Comprehensive Sickness Insurance as specified by the Immigration (European Economic Area) Regulations 2006. The evidential requirements are currently set out in Annex A of Chapter 4 of the European Casework Instructions which can be located via the following link:

<http://www.bia.homeoffice.gov.uk/sitecontent/documents/policyandlaw/ecis/chapter4.pdf?view=Binary>

14. To qualify for a yellow registration certificate as a student you will be required to demonstrate that you are enrolled at a genuine educational institution. To do this you must provide a letter from the educational institution to confirm the name of the course and the start and end date.

You must prove that you have sufficient resources available (belonging to yourself or a sponsor) not to become a burden on the UK's social assistance system during your time as a student. You should provide documentary evidence from the list below:

- Recent bank statements. These can be originals or, if online statements, they must either be stamped and signed by the bank or accompanied by a letter from the bank confirming the account details and that the information is correct.
- Evidence of sponsorship or funding, e.g. a letter from a parent, relative or friend, if they are supporting or sponsoring you, along with their recent bank statements; or a letter confirming a maintenance grant
- A declaration, witnessed by a Commissioner for Oaths, to state that the applicant will not become a burden on the state

*** A Commissioner for Oaths has the power to certify the oath of another over documents.**

The register of Education and Training Providers can be found on the Home Office website at

www.ukba.homeoffice.gov.uk/employers/points/sponsoringmigrants/registerofsponsors/

If you are a student and wish to work for more than 20 hours a week during term time (other than as part of vocational training), you will need to obtain a purple registration certificate. If you wish to exercise your Treaty right as a student and do not intend to work you are not required to apply for a yellow registration certificate.

15. Please be advised that while you can apply for a yellow registration certificate confirming your rights as a student at any time, the document will not be issued until you have begun your course of study or your work placement has been arranged.

Purple registration certificates

16. For the vast majority of jobs, your employer (who needs to be licensed under the points-based system) will first need to apply to the Home Office for a certificate of sponsorship for you. The job categories that will be covered by this process will be those under Tier 2 (normally skilled jobs) and Tier 5 (Temporary employment) of the points based system. Once your employer issues you with a certificate of sponsorship, you will use the number given to apply for a purple registration certificate. **You must obtain a purple registration certificate before you start work. If you start work before it has been issued to you, you will be working illegally.** The purple registration certificate will give the name of the employer but not the job title. A purple registration certificate will not be issued for a specified period of time, but it will expire if you leave your job. If you change your job and are not exempt from worker authorisation, you will need to apply for a new purple registration certificate in respect of the new employment. Full details on how to apply for a purple registration certificate can be found on the Home Office website

<http://www.ukba.homeoffice.gov.uk/eucitizens/croatia/applying>

Employment which does not require your employer to first obtain a certificate of sponsorship

17. Most categories of employment will require your employer to apply for a certificate of sponsorship before you apply for a purple certificate. However, in certain job categories you will only have to apply for a purple registration certificate. These categories are:

- postgraduate doctors or dentists doing a Foundation Programme
- domestic worker in a private household
- sole representatives of overseas businesses

Further details on the requirements to be met for Croatian nationals applying for these job categories are available on the CR3 application form which can be downloaded from our website.

<http://www.ukba.homeoffice.gov.uk/eucitizens/croatia/applying>

Voluntary workers

18. Voluntary work is not necessarily subject to worker authorisation. If you are engaged in activities which are sufficiently small scale as to be purely marginal and ancillary, and which are unremunerated, they will not constitute work for the purpose of the restrictions but if you propose to remain in the UK for more than three months

in order to undertake such activity you will need to be able to demonstrate that you have a right to reside on the basis of self-sufficiency. Where you are engaged in voluntary work which is not marginal and ancillary, you will be able to apply for worker authorisation on this basis if you are issued with a certificate of sponsorship by a licensed sponsor under the Tier 5 (Charity Worker) sub-category.

You must be able to demonstrate, via an official letter from the organisation, that:

- the activity is purely voluntary and does not involve taking up a salaried post or permanent position of any kind within the charitable organisation or entering into any arrangement that is likely to constitute a contract of employment; and
- the activity is either for a charitable organisation listed in **ANNEX A** or a registered charity or recognised body whose work meets the criteria set out in this instruction; and
- the activity is unpaid, or is not likely to be subject to payment of the national minimum wage and directed towards a worthy cause; and
- it is closely related to the aims of the organisation; and
- it is fieldwork involving direct assistance to those the charitable organisation has been established to help; and
- that there are satisfactory arrangements for your maintenance and accommodation in the UK
- you have comprehensive sickness insurance cover in the UK
- you have sufficient funds not to become a burden on the UK's social assistance system during your time as a voluntary worker

Family members

19. The family members of an EEA national are defined in Regulation 7 and 8 of the Immigration (EEA) Regulations 2006.

Unless otherwise specified in this guidance, family members are defined as:

- spouse / civil partner
- children who are under 21 years of age or are dependent
- dependent direct relatives in the ascending line (i.e. parents, grandparents)

The definition of children as family members also include step-children and adopted children provided the adoption is recognised by UK law.

Where reference is made to unmarried or same sex partners, such applicants will need to provide evidence that they are in a 'durable relationship'.

Croatian family members of an exempt applicant

20. Croatian national family members of a Croatian national who is exempt in their own right from work authorisation requirements are entitled to be issued with a blue registration certificate confirming that they are also exempt from those requirements. Applications on this basis should be submitted on form CR1.

Croatian family member of a self-employed, a self-sufficient or a student applicant

21. Where a person is a national of Croatia and is the family member of a Croatian who is in the UK as a self-employed person, self-sufficient person or a student, they will not be required to obtain work authorisation (i.e. a purple registration certificate) to take employment in the UK. Such persons can obtain a blue registration certificate confirming they can work in the UK on an unrestricted basis. Applications on this basis should be submitted on form CR1. Croatian national family members, who are exempt on this basis, will only remain exempt, as long as their sponsor continues to exercise their Treaty rights as a self-employed person, self-sufficient person or student.

Only after a Croatian national family member remains exempt in this way and has worked lawfully for 12 months **(as an employee not as a self-employed person)** will s/he acquire exemption from work authorisation in his or her own right.

Croatian family member of a highly skilled applicant

22. Where a person is a national of Croatia and is the family member of a highly skilled Croatian national, they are entitled to be issued with a blue registration certificate confirming that they are also exempt from worker authorisation.

Croatian family member of an applicant subject to worker authorisation

23. Where a person is a national of Croatia and is the family member of a Croatian national who is in the UK as a worker holding a valid purple registration certificate they will be able to access the UK labour market without restriction. In this category a family member is defined as the spouse, civil partner, direct descendants of his or his spouse or his civil partner under 21 or dependant. Applications for a blue registration certificate on this basis should be made on form CR1.

Croatian family member of an applicant with permission to work under the immigration rules

24. Croatian nationals who are the spouse, civil partner, unmarried partner or same sex partner, or child under 18 of a Croatian national who has leave to enter or remain in the UK that allows him/her to work will be exempt from needing work authorisation. When this leave expires, the family member will require permission to work unless they can demonstrate that they fall into one of the categories that exempts them from needing such permission. During the period that the family member is exempt on this basis they can apply for a blue registration certificate using form CR1.

Croatian family members of British citizens or people with settlement here

25. Where a Croatian national is the spouse, civil partner, unmarried partner or same sex partner of a British citizen or person settled in the UK, they will be exempt from

work authorisation. They can apply for a blue registration certificate confirming their access to the UK labour market. Such applications should be made on form CR1.

Croatian family members of EEA nationals

26. Where a Croatian national is the family member of an EEA national (other than a Croatian national, or (until 31 December 2013) a Bulgarian or Romanian national who is subject to worker authorisation) and the EEA national is exercising Treaty rights in the UK, then the family member is exempt from needing permission to work here. They can apply for a blue registration certificate using form CR1.

Non-EEA family member of a Croatian subject to work authorisation

27. Non-EEA family members of a Croatian national holding a work authorisation document (i.e. a purple registration certificate) may apply for a family member residence stamp. They should do so on form CR5. Those non-EEA nationals who are 'extended family members' such as unmarried partners, are not eligible for a family member residence stamp.

Non-EEA family member of a Croatian not subject to work authorisation

28. Non-EEA family members of a Croatian national who is not subject to work authorisation and is exercising a Treaty right in the UK can apply for a family member residence card and should do so on form CR4.

Working without permission

29. Since 1 July 2013, it has been an offence for an employer to employ a Croatian national who is subject to the requirement to hold a purple registration certificate but does not have one, or who is undertaking work other than that specified in the document. Employers will face a maximum fine upon conviction of £5000 per worker.

30. You, the worker, will also commit an offence in these circumstances and if you are prosecuted and convicted of this offence you could face imprisonment for up to 3 months. Individuals who commit this offence may be offered the opportunity to discharge their liability to prosecution through the payment of a fixed penalty of £1000.

How to apply for your document

Application forms

31. It is important that you ensure that you complete the correct form before you apply for a document. This will help us to process your application without unnecessary delay. You should complete the relevant sections of the form as required and answer all the questions that apply to you and any family members included in the application.

32. The form you should complete will depend upon your circumstances and the document you are applying for:

(i) If you are applying for a yellow registration certificate confirming that either:

- you are self-employed;
- you are self-sufficient;
- you are a student; **or**

you are applying for a blue registration certificate confirming that:

- you are exempt from the requirement to obtain a work authorisation because you fall into one of the categories in paragraph 6 above;

you should complete form CR1. If you have family members and they are nationals of a member state of the EEA, you may include them in your application.

(ii) If you are applying for a blue registration certificate confirming that you are exempt from the requirement to obtain a work authorisation document because you are highly skilled **you should complete form CR2.** If you have family members and they are nationals of a member state of the EEA, you may include them in your application.

(iii) If you are applying for a purple registration certificate because you need permission to work in the UK **you should complete form CR3.**

(iv) If you have obtained a blue or yellow registration certificate and you have family members who are not nationals of an EEA state, they may apply for a residence card **on form CR4.**

(v) If you hold a valid purple registration certificate and you have family members who are not nationals of an EEA state, they may apply for a family member residence stamp **on form CR5.**

To download these forms, please visit the Home Office website at

<http://www.ukba.homeoffice.gov.uk/eucitizens/croatia/applying>

Documents

33. You must provide all relevant documents, including passports/national identity cards as appropriate. Unless the application form indicates otherwise, all documents should be originals. If you cannot provide original documents when applying, you should explain why and say when you will be able to provide them. If you provide a certified copy, it should be a copy certified by the body or authority which issued the original document. To decide your application we need to see the originals of passports or national identity cards, and if needed to prove a family relationship, original marriage or civil partnership certificates and birth certificates. If you cannot supply original documents, it is unlikely that we will approve your application.

Photographs

34. You must provide two identical passport size photographs of yourself and any family members included in the application. These should be taken against a light background, be clear and of good quality, and must be full face. They must not show you or your family members wearing sunglasses or any head covering unless this has to be worn for religious or cultural reasons.

Photographs where the head covering covers the face will not be acceptable. The photographs you provide will be reproduced in your and your family members' documents if the application is successful. You should therefore ensure that you are content for the photographs to be used for this purpose.

Evidence of Relationship: Family Members

33. If family members and relatives are applying with you, they will need to submit documents to prove they are related as claimed. These will normally be in the form of marriage certificates, civil partnership certificates or birth certificates as appropriate. The documents submitted must be original.

Evidence of Relationship: Unmarried/Same Sex Partners

34. If you are applying as the unmarried partner of a Croatian national, other EEA national, settled person or British citizen, you will need to submit documents demonstrating that you are in a durable relationship with your partner. Unmarried partners must provide documentary evidence demonstrating they:

- live together as a couple, and
- are in a durable relationship with, for example, joint financial commitments and other joint responsibilities.

Evidence may include but is not limited to:

joint commitments, such as:

- joint bank accounts
- investments
- tenancy agreements
- council tax bills, and
- mortgage and insurance documents

official correspondence which links both partners to the same address, such as:

- utility bills
- bank statements
- loan agreements, and
- letters from government departments

official records which link both partners to the same address, such as:

- doctors records
- Department of Work and Pensions (DWP) records, and
- national insurance records

other documents relevant to their relationship, such as:

- photographs
- evidence of email correspondence or telephone conversations
- evidence of travelling together (such as travel tickets or hotel bookings), and
- invitations to social events.

You should provide at least six items of evidence, from at least three different sources, showing you have been living with their partner. The evidence should be addressed jointly to you and your partner, or clearly link both of you to the same address.

The evidence should normally show you have lived together for at least two years. This is not an absolute rule. If the relationship is less than two years old, but it is clear you are in a durable relationship, the application may be approved if all of the other requirements are met.

Fees

35. Details of any charge for the application will be included on the relevant application form. Please be advised that if you are applying for a purple registration certificate there will be a charge of £55 for the consideration of your application.

Submitting your application

36. You must submit your completed application by post to:

Croatian Applications
PO Box 638
Durham
DH1 9LA

Posting your application to any other Home Office address will delay it. To help us record the receipt of your application, we recommend the use of Recorded or Special Delivery and that you keep the RD or SD number.

We return all documents by Recorded Delivery to a UK address only. Please note that Recorded Delivery does not insure you to the full value of your package should it become lost. If you want your passport and other documents returned by Special Delivery which does insure the full value, you will need to provide a suitably sized Special Delivery envelope with the correct pre-paid postage.

Documents returned to an overseas address will not be returned by Recorded / Special Delivery and return will be at your own risk. If you wish to receive acknowledgement that we have received your application, please include a stamped, self-addressed A4 sized envelope.

37. We can only consider applications for students, self-employed and self-sufficient yellow registration certificates if you are already in the UK. Applications from Highly Skilled individuals will also need to be submitted from inside the UK.

If you require a purple registration certificate you can apply for the document from outside the UK using form CR3.

If your application is refused

38. If your application for a registration certificate is refused on the grounds that you are not exercising a Treaty right, you will have a right of appeal and the notice of refusal will inform you of this. You will not have a right of appeal if the application is refused on the grounds that you have failed to provide evidence of identity/nationality, or that evidence is not found to be genuine.

Choosing an immigration adviser

39. The forms, and this guidance, are intended to enable you to make your own application. If you do engage an immigration adviser to assist you, you should take

care when choosing one. The Office of the Immigration Services Commissioner (OISC) regulates immigration advisors. You can find information on their website at www.oisc.gov.uk

Its website 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

40. Alternatively, the Law Society which regulates solicitors in England and Wales, can help you to find a solicitor. Further information can be found on their website at www.lawsociety.org.uk or you can contact them on 0870 606 6575. If you wish to complain about a solicitor you can contact the Law Society's Consumer Complaints Service helpline on 0845 608 6565 or write to them at:

The Law Society
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE

Complaints about our service

41. If you want advice about how to make a complaint about the service you have received from the Home Office, please telephone 0870 241 6523 or visit the Home Office website at www.ukba.homeoffice.gov.uk/contact/makingacomplaint/

Data protection notice

42. All information provided by you to the Home Office will be treated in confidence but it may be disclosed to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to help them perform their functions. The Home Office may also use information provided by you for training purposes.

ANNEX A

CHARITABLE ORGANISATIONS REGULARLY ENGAGING VOLUNTARY WORKERS

Amnesty International

ATD - Fourth World (Aide a Toute Detresse)

Camphill Village Trust Ltd (See ISBI on Rudolph Steiner Establishments)

Christian Aid

Leonard Cheshire Foundation (Cheshire Homes)

Church of England Children's Society (The Children's Society)

Community Service Volunteers (See below)

Corrymeela Community (See below)

Cyrenians

Dr Barnardos

Friends of the Earth

GAP Activity projects Ltd

Guide Association

Inter-Action

International Voluntary Service

L'Arche (see below)

Lee Abbey

National Council of YMCA's

Oxfam

Salvation Army

Samaritans Incorporated

Save the Children Fund

Scout Association

Simon Community

Society of Friends (Quakers)

Sue Ryder Foundation

Time for God

Winged Fellowship Trust

Community Service Volunteers (CSV)

CSV is a registered charity which arranges for voluntary workers to come to the UK to work for various bodies. As a concession to CSV we do not require the organisations that the voluntary workers work to be registered charities, but these voluntary workers must meet the rest of the criteria set out in Annex A (above) to qualify under the concession.

Corrymeela Community

This organisation operates in Northern Ireland to help bridge the divide between the two communities. This work is strongly supported by the Northern Ireland Office.

L'Arche Communities

L'Arche is an international federation of communities in which handicapped people and those who help them live, work and share their lives together. There are 7 such communities in the UK which are listed below.

L'Arche voluntary workers

L'Arche is a registered charity and overseas nationals coming to the UK to work at an L'Arche community as voluntary assistants should be considered under the concession. Such posts may be of a supervisory nature, such as care managers, house leaders or workshop leaders.

L'Arche communities in the UK:

SECRETARIAT: 10 Briggate
Silsden
KEIGHLEY
West Yorkshire
BD20 9JT

BELFAST: L'Arche Belfast Office
Floor 6
Howard House
1–3 Brunswick Street
BELFAST
BT2 7GE

BOGNOR REGIS: Bradbury House
51a Aldwick Road
BOGNOR REGIS
West Sussex
PO21 2NJ

BRECON: Steeple House
Steeple Lane
BRECON
Powys
LD3 7DJ

EDINBURGH: 132 Constitution Street
Leith
EDINBURGH
EH6 6AJ

INVERNESS: Braerannoch
13 Drummond Crescent
INVERNESS
IV2 4QR

KENT: Little Ewell
Barfrestone
DOVER
Kent
CT15 7JJ

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