How can the local authority help?
During a pre-booked appointment, a trained, local authority officer will:

- check the application is complete and that it includes all the required supporting documents
- check that the correct fee has been paid
- inform the applicant of any unacceptable documents or documents over and above the UK Border Agency requirements
- make certified copies of original supporting documents for enclosure with the application (allowing the applicant to retain the originals)
- submit ORIGINAL passports, travel documents and biometric residence permits to the UK Border Agency via secure mail along with the certified copies of supporting documents and the completed application.

Will the local authority give me advice about settlement?
*Brent Council staff* will not be able to provide advice on settlement matters. If you require advice you can contact the Immigration Enquiry Bureau on 0870 606 7766. Lines are open from 9am to 4.45pm, Monday to Thursday and 9am to 4.30pm Friday (excluding Public holidays).

The UK Border Agency website also offers settlement advice at: *https://www.gov.uk/browse/visas-immigration/settle-in-the-uk*

Will my application be dealt with more quickly?
The settlement checking service is not a priority or premium service. However, we also offer a checking service for nationality applications and the UK Border Agency has found that applications received via our nationality checking service are generally quicker to process as fewer cases are rejected or delayed due to incompleteness or missing documents. It is anticipated that settlement checking service will have similar effects on case processing times for SET(M) applications.

How do I know Brent Council is competent to offer the checking service?
Our advisers are registered with the Office of the Immigration Services Commissioner (OISC), an independent body established by Parliament, which regulates organisations offering services of this kind.

In providing the settlement checking service, our staff have been fully trained by UK Border Agency settlement experts and provided with a set of desk instructions which set out the precise extent of their duties.

If a client requires advice or services which are outside our remit, settlement checking service staff will refer that person to the UK Border Agency and record the fact.
Feedback about this service
We always welcome feedback and suggestions to improve the quality of our service. Initially your feedback should be directed to the Director of the Registration and Nationality Service, Mark Rimmer, Brent Civic Centre, Engineers Way, Wembley HA9 0FJ.

Alternatively, you may if you wish write directly to:

Office of the Immigration Services Commissioner
5th Floor
21 Bloomsbury Street
London
WC1B 3HF

Email: info@oisc.gov.uk
Website: www.oisc.gov.uk