

# Our Customer Charter

This Charter sets out our commitment to providing a high level of service to you and what we ask from you in return.

## We will:

- >> Be professional, non-judgemental, polite and helpful to you whatever your gender, race, age, sexual orientation, marital status, disability, religion or belief.
- >> Protect any personal information you give us in accordance with the Data Protection Act.
- >> Tell you beforehand if there is a charge for a service we provide.
- >> Deal with your enquiry accurately and efficiently, explaining clearly from the start what help we can give and when you should approach others for advice.
- >> Give clear information at our premises and on our website on how to contact us, and ensure you can contact us in an emergency outside office hours.
- >> Use your feedback, comments and complaints to help us improve our services.

## We will do our best to:

- >> Keep waiting times to a minimum when you visit us in person, and advise you of any delay.
- >> Provide a private interview room if needed.
- >> Issue you with an emergency travel document, or any notarial certificate on the same or next working day (when we receive the correct fee, application form and supporting documents).
- >> Contact you within 24 hours of being told you are in hospital.
- >> Contact you within 24 hours of being told you have been arrested or detained (depending on local procedures).
- >> Reply to your emails, letters and faxes within 20 working days.

## What we ask from you:

- >> Treat our staff with respect. If you are abusive, we may refuse to help you.
  - >> Be prepared to pay for some services e.g. an emergency travel document. We do not make a profit from these charges; they go towards the costs of providing consular services.
  - >> **Give us feedback** so that we can improve our services. To do so, please speak to a member of staff or visit [www.fco.gov.uk/consularfeedback](http://www.fco.gov.uk/consularfeedback) to complete our **short customer satisfaction survey** or to send us a complaint.
- ...and please follow our tips below for travelling or living overseas:
- >> Buy full travel and medical insurance to help cover any unexpected costs.
  - >> Have any necessary vaccinations, pack enough medication to cover any unforeseen extended stays or emergencies and leave your contact details and itinerary with family or friends.
  - >> Follow our travel advice [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) and local advice on what is safe and unsafe, respect local laws and take care of your passport (not forgetting to include your emergency contacts on the inside back cover).

We have a duty of care to our employees. We will not send staff into a situation where we judge that their safety could be seriously at risk.

For more information on the services and support we provide please speak to a member of staff or visit [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel)



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