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DIPLOMATIC MISSIONS & INTERNATIONAL ORGANISATIONS UNIT

CUSTOMER SERVICE CHARTER

We aim to provide a high quality professional service. In doing so, we will meet the following commitments:

(Please consult the Protocol website (<http://protocol.fcdo.gov.uk/>) for substantive guidance)

Task	Time Frame	Comments
Phone messages	We will issue a substantive reply within 1 working day of receipt	The Unit's phones are busy. If, when calling Protocol, you get a recorded message, please leave your name, phone number and nature of call.
Emails & Post	We will reply within 10 working days of receipt	If we are unable to provide a substantive reply within this time-frame we will explain why.
Vignette Renewals/Extensions	Fully and accurately completed applications will be processed and forwarded to UKVI within 5 working days of receipt	Exempt endorsements: Provided we have been notified of the applicant's appointment on a fully completed Form 1 with a passport-style photo attached, we will pass to UKVI. (We expect UKVI to return the passport within 4-5 weeks from receipt in Croydon). We will advise missions when passports are ready for collection. Collection times are: Tuesday 1000-1200 hrs Thursday 1000-1200 hrs
<ul style="list-style-type: none">• Notification of Staff and their Family (Form 1)*• Notification of Premises Vacated or Change of Entitled Occupation (Form 4)*• Notification of Occupation of Premises (Form 3)*	A fully and accurately completed Form 1 will be processed by DMIOU within 5 working days of receipt. Forms 3 and 4 within 10 working days.	* Regrettably, incomplete forms will be returned, causing delay. Completed forms will be processed by DMIOU and passed to relevant authorities.

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<ul style="list-style-type: none"> • Application for Identity Card (Form 2)[°] 	<p>Fully and accurately completed forms will be processed by DMIOU within 10 working days of receipt.</p>	<p>Cannot be processed until Form 1 (notification of staff and their family) has been received and processed. [°] Photo to be enclosed with application. We will advise when cards are ready for collection.</p>
<ul style="list-style-type: none"> • Application for the release of goods free of duty and/or Value Added Tax under privilege (C426)* 	<p>Fully and accurately completed forms will be processed by DMIOU within 10 working days of receipt.</p>	<p>* Correctly completed C426 forms will be actioned within 10 working days and passed to the relevant suppliers. Regrettably, incomplete forms will be returned, causing delay.</p>
<ul style="list-style-type: none"> • Application for refund of VAT on official purchases (Form 8, Form 9, Form 11)* 	<p>Fully and accurately completed forms will be processed by DMIOU within 25 working days of receipt and passed to HMRC for a refund.</p>	<p>Correctly completed forms will be actioned and refunds issued by Protocol Directorate.</p>
<ul style="list-style-type: none"> • Application to purchase an EEC or EFTA Origin vehicle at a tax-exclusive price (C428)* • Application to Dispose of Vehicles Imported/Purchased under Privilege (Form 5 & Form 6)[°] • Application to purchase a British Car at a Tax-Exclusive Price (Form 7)* 		<p>Correctly completed Form 5, Form 6, Form 7 and Form C428 will be actioned within 3 working days of receipt and passed to the relevant authorities, requesting 5 working days to respond.</p> <p>Once responses are received from councils, 2 working days will be needed for Protocol to finalise. Regrettably, incomplete forms will be returned, causing delay.</p> <p>HMRC may take up to 4 weeks to return Form 5 applications back to Missions.</p> <p>Please ensure cheques (i.e. payment for import duty and VAT liable) are made payable to the FCDO. Once Protocol is in receipt they will be transferred to the FCDO's Finance Directorate. Please allow 4 weeks for private personal cheques to be processed and 1 week for official Bankers Draft cheques to be processed. A receipt will be issued once the funds are cleared.</p>

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<ul style="list-style-type: none"> • Application for Refund of Duty on Petrol, Diesel and Heating Oil (Form 10)* 	<p>Fully and accurately completed forms will be processed by DMIOU within 25 working days from receipt and forwarded to HMRC.</p>	<p>Incorrectly, completed forms will be returned causing delay. * Payment will be made by HMRC</p>
<ul style="list-style-type: none"> • Career Consular appointments outside London processed and Exequatur issued by Protocol Director on behalf of Foreign Secretary • Queen's Exequatur issued^o • Honorary Consular appointments processed and Exequatur issued by Protocol Director on behalf of Foreign Secretary 	<p>Within 3 working weeks from receipt in Protocol</p> <p>Within 8 working weeks</p> <p>Within 1 calendar month</p>	<p>^o On receipt of original Letters of Commission from Head of State.</p>
<ul style="list-style-type: none"> • Foreign Secretary consent for diplomatic premises 	<p>Decision to grant or refuse request within 20 working days</p>	

If you have any comments about the service provided by DMIOU, please contact the Head of DMIOU (020 7008 0991) or email the Protocol Enquiries mailbox at protocol.enquiries@fcdo.gov.uk