

## USEFUL CONTACTS AND LINKS

### FOREIGN, COMMONWEALTH AND DEVELOPMENT OFFICE (FCDO)

[www.fcdo.gov.uk](http://www.fcdo.gov.uk)

FCO Switchboard:

020 7008 1500

#### Protocol Directorate

General Protocol Directorate enquiries:

Protocol Directorate  
Foreign, Commonwealth and  
Development Office  
King Charles Street  
London SW1A 2AH

[Protocol.enquiries@fcdo.gov.uk](mailto:Protocol.enquiries@fcdo.gov.uk)

Victoria Busby - Director  
Allison MacMillan - Deputy Director  
PA to the Director and Deputy Director of  
Protocol

020 7008 0989

020 7008 0977

020 7008 0989

London Diplomatic List (LDL)

<https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>

#### Ceremonial Section

General Enquiries (including Arrival and  
Departure  
arrangements for Heads of Mission):  
Fax:

020 7008 1016/1019

020 7008 0973

#### Diplomatic Missions & International Organisations Unit (DMIOU)

Head of DMIOU

020 7008 0991

#### Diplomatic Missions

Deputy Head of DMIOU (Diplomatic Missions)

020 7008 3197

#### Team 1

Team Leader (main contact for diplomatic  
immunity and policy on diplomatic privileges,  
Secretary of State consent, visas and  
passports, appointment of Defence Attachés):

020 7008 0992

Assistant Desk Officer (main contact for  
vehicles, Form 10 petrol claims, Cigarette &  
Spirits quota)

020 7008 6064

Assistant Desk Officer : (main contact for  
Form 1 arrival/departure forms, ID Cards, Form  
3/4 address notification forms, TV Licensing  
and council tax queries).

020 7008 0400

Fax:

020 7008 0980

**Team 1 Responsibilities:**

Algeria, Andorra, Bahamas, Bangladesh, Bolivia, Botswana, Chad, Cuba, Denmark, Dominican Republic, Ecuador, El Salvador, Eritrea, Ethiopia, Georgia, Germany, Haiti, Holy See, Hungary, Iraq, Jamaica, Republic of Korea, Democratic People's Republic of Korea, Kosovo, Lesotho, Lithuania, Luxembourg, Malawi, Mauritania, Mauritius, Mexico, Mongolia, Montenegro, Mozambique,

Norway, Papua New Guinea, Paraguay, Poland, Romania, Russia, Rwanda, SãoTomé and Príncipe, St Lucia, St Vincent & Grenadines, Saudi Arabia, Senegal, Serbia, Singapore, Slovak Republic, Solomon Islands, Sri Lanka, South Sudan, Sudan, Suriname, Swaziland, Tonga, Tunisia, Uzbekistan, Yemen

**Team 2**

**Team Leader** (main contact for diplomatic immunity and policy on diplomatic privileges, Authorisation of Form 1 arrival/departure forms):

020 7008 0996

**Assistant Desk Officer** (main contact for visas and passports, vehicles, TV Licensing and council tax queries, Honorary Consuls):

020 7008 1014

**Assistant Desk Officer** (main contact for ID Cards, Form10 petrol claims, Cigarette & Spirits quota, Form 3/4 address notification forms, Secretary of State consent, appointment of Defence Attachés):

020 7008 0974

Fax:

020 7008 0980

**Team 2 Responsibilities:**

Albania, Austria, Bahrain, Barbados, Belarus, Benin, Bosnia & Herzegovina, Brazil, Brunei, Bulgaria, Burkina Faso, Cape Verde, Republic of Congo, Democratic Republic of Congo (DRC), Costa Rica, Cyprus, Dominica, Egypt, Equatorial Guinea, Fiji, Finland, France, Grenada, Guatemala, Guinea-Bissau, Honduras, Iceland, India, Indonesia, Iran,

Italy, Jordan, Kiribati, Kuwait, Laos, Lebanon, Macedonia, Madagascar, Malaysia, Maldives, Malta, Moldova, Morocco, Nauru, Nepal, Panama, Philippines, Portugal, Samoa, Spain, Tajikistan, Thailand, Turkey, Tuvalu, Uruguay, Vietnam, Zambia & Honorary Consuls

**Team 3**

**Team Leader** (main contact for diplomatic immunity and policy on diplomatic privileges, Secretary of State consent):

020 7008 1033

**Assistant Desk Officer** (main contact for visas and passports, vehicles, Cigarette & Spirits quota):

020 7008 1012

**Assistant Desk Officer** (main contact for ID Cards, Form 10 petrol claims, Form1 arrival/departure forms, Form 3/4 address notification forms, TV Licensing and council tax queries, appointment of Defence Attachés):

020 7008 0994

Fax: 020 7008 0978

Team 3 Responsibilities:

Angola, Antigua & Barbuda, Argentina, Australia, Belgium, Belize, Burma (Myanmar), Burundi, Cambodia, Cameroon, Canada, Central African Republic, Chile, Colombia, Czech Republic, Djibouti, Estonia, Gabon, Ghana, Greece, Guyana, Ireland, Israel, Japan, Kazakhstan, Kenya, Kyrgyzstan, Latvia, Liberia, Libya, Mali, Monaco, Namibia,

Netherlands, New Zealand, Nicaragua, Niger, Oman, Peru, St Christopher & Nevis, San Marino, Seychelles, Sierra Leone, Somalia, Sweden, Switzerland, Tanzania, Togo, Trinidad & Tobago, Turkmenistan, Uganda, UAE, USA, Vanuatu, Venezuela, Zimbabwe

**International Organisations**

Deputy Head of DMIOU (International Organisations): 020 7008 0397

**Team 4**

Desk Officer (main contact for diplomatic immunity and policy on diplomatic privileges, Secretary of State consent, appointment of Defence Attachés): 020 7008 0945

Assistant Desk Officer (main contact for visas and passports, vehicles, Form 1 arrival/departure forms, ID Cards, Form 10 petrol claims, cigarette & spirits quota, Form 3/4 address notification forms, TV Licensing and council tax queries): 020 7008 1013

Assistant Desk Officer (main contact for Tax: VAT, APD, IPT for all Diplomatic Missions and International Organisations): 020 7008 1014

Fax: 020 7008 0978

Team 4 Responsibilities:

Afghanistan, Armenia, Azerbaijan, Bhutan, China, Cote d'Ivoire, Croatia, Gambia, Guinea, Nigeria, Pakistan, Qatar, Slovenia, South Africa, Syria, Ukraine

- International Organisations
- Legislation under International Organisations Act 1968
- Refunds of Tax (VAT, APD & IPT) for Diplomatic Missions and International Organisations.

**Diplomatic & VIP Security Section**

General enquiries

020 7008 1022

Fax:

020 7008 1026

E-mail(NB: Case sensitive

[ProtocolSecurity@fco.gov.uk](mailto:ProtocolSecurity@fco.gov.uk)

**Visits**

VIP Visits Section: 020 7008 8140

**Honours Secretariat**

General enquiries:

020 7008 1030

E-mail:

[Honours.Secretariat@fco.gov.uk](mailto:Honours.Secretariat@fco.gov.uk)

**OTHER GOVERNMENT DEPARTMENTS**

[www.direct.gov.uk](http://www.direct.gov.uk)

**Department for Education (DfE)**

[www.education.gov.uk](http://www.education.gov.uk)

**Department of Environment, Food and Rural Affairs (Defra)**

[www.defra.gov.uk](http://www.defra.gov.uk)

**Affairs (Defra)**

Trade in endangered species:

Global Wildlife Division  
Defra  
1/17 Temple Quay House  
2 The Square  
Temple Quay  
Bristol  
BS1 6EB

Tel:

0117 372 8691/8168

Fax:

0117 372 8873

E-mail

[wildlife.licensing@defra.gsi.gov.uk](mailto:wildlife.licensing@defra.gsi.gov.uk)

Pet Travel Scheme:

<http://www.defra.gov.uk/wildlife-pets/pets/travel/index.htm>

Email address

[pets.helpline@defra.gsi.gov.uk](mailto:pets.helpline@defra.gsi.gov.uk)

Helpline

0870 241 1710

(0830 – 1700 Monday to Friday)

Enquiries about importing Pets that do not qualify for the Pet Travel Scheme:

020 7904 6222

**Department of Health**

National Health Service (NHS)

[www.dh.gov.uk](http://www.dh.gov.uk)

[www.nhs.uk](http://www.nhs.uk)

**Department for Business, Innovation and Skills (BIS)**

[www.bis.gov.uk](http://www.bis.gov.uk)

National Minimum Wage enquiries:

020 7215 5703

**Driver And Vehicle Licensing Authority (DVLA)**

[www.dvla.gov.uk](http://www.dvla.gov.uk)

Vehicle Registration Office

Specialist Registrations

Diplomatic Section (Swansea)

DVLA

Swansea

Tel:

SA99 1DR

0300 123 1347

**The Vehicle Certification Agency**[www.vca.gov.uk](http://www.vca.gov.uk)

The Vehicle Certification Agency  
1 The Eastgate Office Centre  
Eastgate Road  
Bristol  
BS5 6XX  
0117 952 4125

Tel

**Home Office**

UK Visas & Immigration  
For a list of Countries whose Nationals require  
Visas (Visa Nationals):

[www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)<https://www.gov.uk/government/organisations/uk-visas-and-immigration>**Metropolitan Police**

Parliamentary and Diplomatic Protection  
(PaDP)

Fax:

[www.met.police.uk](http://www.met.police.uk)

020 7321 8111

020 7321 8112

CO19, Firearms Enquiry team

Applications for firearms certificates  
(applications in  
writing):

CO19, Firearms Enquiry Team  
The Metropolitan Police  
74-78 Leaman Street  
London  
E1 8EU  
020 7275 3589

Tel:

**HM Revenue & Customs (HMRC)**

Manual of diplomatic privileges containing  
information on diplomatic bags and the  
importation of goods  
HMRC National Advice Service:  
Fuel oil claim enquiries:

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)[www.hmrc.gov.uk/manuals/dipprivmanual/index.htm](http://www.hmrc.gov.uk/manuals/dipprivmanual/index.htm)

annual/index.htm

0845 010 9000

020 8929 6566

HMRC Imports

Parcel Post Importations:

Contact for C426 forms:

Fax:

Contact address (for C426 forms only);

02476 2128000

0845 010 9000

01304 224567

National Advice Service (NAS)

HM Revenue &amp; Customs

Chaucer House

12 Viking Way

Erith

DA8 1EW

01304 664382

HMRC Motor vehicle enquiries

Revenue and Customs Personal Transport  
Unit:

Revenue and Customs Personal  
Transport Unit  
Building 22  
Priory Court

St Johns Road  
Dover  
CT17 9SH

HMRC Diplomatic Liaison Office

Fax:

0161 261 3145  
0161 261 3356

Income Tax Annual Returns

HM Revenue & Customs  
Manchester New Bailey  
3rd Floor, Trinity Bridge House  
2 Dearman's Place  
Salford  
M3 5BG

HMRC income tax annual returns enquiries:

0161 261 3052

HMRC tax treatment of bank & building society  
interest enquiries:

Inland Revenue  
St John's House  
Merton Road  
Bootle  
Merseyside  
L69 9BB

Tel:

[www.hmrc.gov.uk/leaflets/c3.htm](http://www.hmrc.gov.uk/leaflets/c3.htm)

0151 472 6155

**Valuation Office Agency**

Valuation Office enquiries:

Fax:

020 7506 1935  
020 7506 1994

**Office of Public Information**

[www.opsi.gov.uk](http://www.opsi.gov.uk)

**LOCAL GOVERNMENT**

[www.direct.gov.uk](http://www.direct.gov.uk)

**Greater London Authority**

[www.london.gov.uk](http://www.london.gov.uk)

**Transport for London**

Congestion charging:

[www.tfl.gov.uk](http://www.tfl.gov.uk)

[www.tfl.gov.uk/roadusers/congestioncharging](http://www.tfl.gov.uk/roadusers/congestioncharging)

**Camden Council**

Council Tax:

Diplomatic parking bays:

[www.camden.gov.uk](http://www.camden.gov.uk)

020 7974 6470

020 7974 5957

**Royal Borough of Kensington and Chelsea  
Council**

Council Tax:

Diplomatic parking bays

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

020 7361 3290

020 7361 2553

**Westminster City Council**

Council Tax:

Diplomatic parking bays:

[www.westminster.gov.uk](http://www.westminster.gov.uk)

020 8315 2225

020 7641 2062

**CONTACTS IN DEVOLVED ADMINISTRATIONS****Scotland**[www.scotland.gov.uk](http://www.scotland.gov.uk)External Relations Strategy and  
Co-ordination Branch

Scottish Executive

Victoria Quay

Edinburgh EH6 6QQ

Tel:

0131 244 5217

Fax:

0131 244 7258

**Wales**[www.wales.gov.uk](http://www.wales.gov.uk)European and External Affairs  
Directorate

National Assembly for Wales

Cathays Park

Cardiff

CF1 3NQ

Tel:

02920 823 488

Fax:

02920 823 367

**Northern Ireland**[www.northernireland.gov.uk](http://www.northernireland.gov.uk)

Machinery of Government Division

Northern Ireland Executive

Castle Buildings

Belfast

BT4 3SG

Tel:

02890 522 382

Fax:

02890 522 337

**OTHER ORGANISATIONS****BAA**[www.baa.com](http://www.baa.com)**British Council**The British Council's website contains advice  
on scholarships and grants available for  
international students.[www.britishcouncil.org](http://www.britishcouncil.org)**Office of Communications (Ofcom)**

Tel:

[www.ofcom.org.uk](http://www.ofcom.org.uk)

020 7981 3995

**OTHER USEFUL WEBSITES**

**Freedom of Information Law (FOI)**

[www.foi.gov.uk](http://www.foi.gov.uk)

**United Nations**

[www.un.org](http://www.un.org)

**International Law Commission**

[www.un.org/law/ilc](http://www.un.org/law/ilc)

**European Union**

[www.europa.eu](http://www.europa.eu)