



Age	16-24		25-34		35-44		45-54		55+	
Place of application										
Visa Section location				Commercial Partner location						
How did you make your application?										
Visa Application Form (hard copy)					On-line					
If on-line, please rate the following:		Very Poor	Poor	Good	Very Good	Comments				
The ease of completing the process										
Making appointment for biometrics										
Please answer the following:										
		Yes	No	Comments						
Were you asked to provide Biometric data?										
Was the enrolment process easy to understand?										
Did you feel comfortable participating in this process?										
Do you understand why we have introduced this process?										
Please rate the following:										
		Very Poor	Poor	Good	Very Good	Comments				
Information available before making your application										
The VAC website										
The cost of your visa (value for money)										
How easy it was to complete the VAF										
Please rate the following:										
		Very Poor	Poor	Good	Very Good	Comments				
Politeness and helpfulness of staff										
The advice supplied by staff										
The waiting area (comfort and condition)										
The information available (handouts, leaflets)										
Poster/notices displayed on the walls (clear and informative)										

Please rate the following:	Very Poor	Poor	Good	Very Good	Comments	
Your overall experience of applying for your visa?						
Are you aware of the UKvisas complaints procedure?	Yes		No			
Comment						
Type of visa applied for:	Visits		Student		Settlement	
Business		Other				

Additional comments or feedback

Thank you