



UKVI - Response

PO Box 7631

Village Way

Bilston

WV14 4DL

asylumcustomercommunicationshub@homeoffice.gov.uk

[address line 1]

[address line 2]

[address line 3]

[address line 4]

[address line 5]

[address line 6]

[00 Month 0000]

Dear ((name of claimant/rep))

((Insert HO/port ref/UAN/ Name))

I write regarding your claim for asylum which our records show is awaiting a decision.

Firstly, we are writing to ensure that you still want the Home Office to make a decision on your asylum claim. We are also writing to request important information relating to your asylum claim, for example whether there have been any changes in your circumstances since your last contact with the Home Office.

Enclosed is an Asylum Claim Questionnaire. Please complete and return this within 20 working days to: asylumcustomercommunicationshub@homeoffice.gov.uk or via post to the address on the top of this letter. Working days do not include weekends or bank holidays.

If you cannot return the questionnaire within 20 working days of the date of this letter, you can contact us at asylumcustomercommunicationshub@homeoffice.gov.uk to request an extension.

If you need advice on obtaining a legal representative, please refer to: <https://www.gov.uk/find-an-immigration-adviser>.

If you do not complete and return your Asylum Claim Questionnaire within the time provided or request an extension, we may consider your asylum claim to be withdrawn

provided or request an extension, we may consider your asylum claim to be withdrawn under paragraph 333C of the Immigration Rules and discontinue consideration of your claim.

Home Office
acting on behalf of the Secretary of State

Encs: Asylum Claim Questionnaire

The Data Protection Act 2018 governs how we use personal data. For details of how we will use your personal information and who we may share it with please see our Privacy Notice for the Border, Immigration and Citizenship system at <https://www.gov.uk/government/publications/personal-information-use-in-borders-immigration-and-citizenship>. This also explains your key rights under the Act, how you can access your personal information and how to complain if you have concerns.

Asylum Claim Questionnaire

Introduction

At present there are a large number of asylum claimants waiting for decisions in the UK asylum system. Our records indicate that you have an outstanding asylum claim in the UK and you have not attended a personal interview about your asylum claim yet. We therefore need some information from you to decide the best way to progress your asylum claim. The Asylum Claim Questionnaire is a document that provides you with an opportunity to explain the reasons why you have claimed asylum in the UK, including why you cannot return to your country of origin. The questions we would like you to answer are set out below.

What do we use your Asylum Claim Questionnaire for and how does it help your asylum claim?

The information provided in your questionnaire response will help us to progress your asylum claim in the most efficient way. If you provide sufficient evidence in your questionnaire to demonstrate that you qualify for protection status, we may be able to make a decision using the written evidence in your questionnaire.

If we do need to conduct a further interview, by setting out all the reasons why you cannot return to your country of origin in your questionnaire, we will have a better understanding of the reasons for your asylum claim and can schedule the right type of interview for you. If we only need a small amount of additional information we can complete a targeted or shorter interview, which involves asking a small number of focused questions to gather the information we need to make a decision. This means that your interview may be shorter and you might not need to recount events that you find difficult to talk about because you have already provided this information in response to this questionnaire.

If you tell us about any health conditions that you have, we will take these into consideration when progressing your claim and ensure that you receive support by making appropriate referrals to services that may benefit you.

By providing details of your family members, this will ensure that if your claim is successful, eligible dependants are granted permission to stay in-line with you and could help with family reunion with family members outside of the UK.

What do we need to know?

We need to know all the reasons you cannot return to your country of origin. The following questions are important to answer in your response. Please explain:

Who are you and where are you from?

Who are you and where are you from:

- Do you have any documents or other evidence to confirm who you are?
- Do you have any documents or other evidence to confirm your country of origin?
- If not, why? If you don't fear officials in your country such as the government or police, can you obtain documentary evidence such as a birth certificate, national ID card, passport or driver's licence? If you do fear officials in your country, is it possible to email or telephone family members or friends in your country of origin to request these without placing yourself or them at risk?
- If not, can you provide us with some details to evidence who you are and where you are from?

Who do you fear:

- What is the name of the person, group of people, or organisation that you fear?
- What power or influence does the person, group or organisation you fear hold in your country of origin? For example, do they hold an official position in a company or political party, or member of a state authority and why do you think they could use their position to cause you harm?
- Do you fear your own government, authorities or other officials in a position of authority such as the police, army, judiciary etc?

Why do you fear this person/group/organisation:

- What do you fear would happen to you in your country of origin and what is the reason this would happen?

What happened to create this fear:

- What events took place that resulted in your fear of returning to your country of origin?

Employment in your home country:

- What was your last employment/job role before you left your home country?
- Who was your employer and what was their address?
- Have you ever been employed by the government? If so, please provide details to include as applicable: dates of employment, rank, role and primary responsibilities
- Have you ever been employed by the military? If so, please provide details to include, as applicable: dates of employment, locations of deployment, including start and end dates, rank, role and primary responsibilities
- Have you ever employed been employed by the police, intelligence services and/or private security companies? If so, please provide details to include, as applicable: dates of employment, rank, role and primary responsibilities

Membership of organisations:

- Please list and provide detail of all organisations (cultural, religious, political, military, other) you have been a part of – this information should detail your role/responsibilities within each organisation i.e. leader, member, staff member, associate, assistant, volunteer etc including dates of involvement, locations.

When did key events take place that resulted in your fear of returning to your country of origin:

- Provide the date when these events took place.

Where did these events take place:

- Did these events take place in your country of origin or after you arrived in the UK?
- Did this happen in one place in your country of origin or does your fear extend to all parts of the country?

How did this situation develop:

How did this situation develop.

- What are the reasons behind the events that took place?

Did you seek help from the authorities in your country of origin:

- Did you approach authorities in your country of origin, such as the police, or other organisations, such as tribal leaders or local politicians, to see if they could assist you?
- If so, what was the result?
- If not, why did you choose not to approach these parties?

Did you try to move to another part of your country of origin:

- Did you try to move to another area of your country of origin in order to avoid the person or people you fear?
- If so, what was the result?
- If not, why did you choose not to move to another part of your country of origin?

How did you get to the UK:

- What date did you leave your country of origin?
- How did you leave your country of origin?
- Did you use your own passport or identity document?
- Did you pass through a checkpoint such as an airport, seaport or land border with another country?
- Which countries did you pass through on your way to the UK?
- Did you claim asylum in any other country on your way to the UK? If you did not, why did you not claim asylum in any of these countries?
- Do you have permission to live in any other country or do you hold any other nationality?
- Did you arrange this journey yourself or did you use an agent?
- How much did your journey to the UK cost? Who paid for it?
- Were you subject to human trafficking (the recruitment, transportation, transfer, harbouring or receipt of people through force, fraud or deception, with the aim of exploiting them for profit) or modern slavery (severe exploitation of other people for personal or commercial gain) during your journey to or after you arrived in the UK?
- If you were already in the UK when you realised that you could not return to your country of origin, did you claim asylum immediately? If not, why not?

Since you have arrived in the UK:

We need to understand anything that has happened since you arrived in the UK that makes you afraid to return home.

- Has anything happened in your country since you left that may put you at risk?
- Have you been involved in any activities since arriving in the UK that would put you at risk if you returned home?

If you are unable to provide some of the details suggested above, if required we will work with you during a subsequent interview to collect the information needed.

It would be helpful if you could set your claim out in chronological order as a timeline – this means starting with the oldest event until the most recent event – explaining how each key event happened and how this resulted in your fear of returning to your country of origin.

What you do not need to tell us

You must not provide information that you know to be false or leave out details that you think may harm your claim. If you do this, it could affect the outcome of your claim.

If you have any family members in the UK who have been granted protection status for similar reasons, please let us know about this as it may be relevant to your claim.

You also do not need to provide generic background information about your country of origin, as this is already available to the Home Office.

Supporting evidence

If you have any documents that support your asylum claim, please submit them with your questionnaire and explain how they relate to your claim and how the documents were obtained.

Where possible, please submit original documents rather than photocopies. If documents were posted to you and you have the envelope, please also submit this. If documents are not written in English, you will need to arrange for them to be translated into English, otherwise they cannot be considered. If you have a legal representative, they can help you to arrange translations.

Please do not submit evidence on USB drives or CDs, as we are unable to view these. Please do not submit any explicit material.

We do not expect every asylum seeker to be able to submit documents in support of their claim. If you do not have any documents, we will consider the evidence you provide, and this will not be held against you if there is a reasonable explanation.

Who can complete your Asylum Claim Questionnaire?

If you have a legal representative, they can complete this questionnaire for you.

If you do not have a legal representative, you can complete the questionnaire yourself. You do not need to have any knowledge of the asylum system; we only need you to explain why you are claiming asylum.

Assistance might also be available from parties such as local refugee organisations.

Questionnaires must be completed in English. If you do not speak, write or understand English, you can use online translation tools. What you provide us with doesn't need to be perfect: we can always ask you for further details either by writing to you or ringing you to collect further information, or by inviting you to an interview.

A friend who does understand English can also assist you to explain why you are claiming asylum, but they must not provide you with immigration advice.

When do I need to return my Asylum Claim Questionnaire?

Please submit your questionnaire within **20 working days** of the date of this letter.

Where do I send my completed Asylum Claim Questionnaire?

Please email your completed questionnaire to:

asylumcustomercommunicationshub@homeoffice.gov.uk

Alternatively, please post your completed questionnaire to the address at the top of this letter.

How will your information be handled?

The Home Office complies with the Data Protection Act 1998 and is responsible for when and how your personal information is collected and used.

The details of your asylum claim will never be shared with the authorities in your country of origin.

Information may be shared with other UK government departments or agencies, local authorities, international organisations and other bodies to enable them to carry out their functions.

For example, we might share information about your identity and the outcome of your asylum claim with the Department of Work and Pensions, HM Revenue and Customs and local authorities to enable you to work, claim benefits, or access housing if you are granted permission to stay in the United Kingdom.

Information may also be disclosed in confidence to the asylum authorities of other European countries which may have responsibility for considering your claim.

Some information about you might be shared with the authorities of other countries, including your own country, to help prevent human trafficking, organised crime and the illegal movement of people, the production and use of forged immigration documents, fraud, terrorism and other national security threats.

Your Asylum Claim Questionnaire

Your details

Home Office reference number	
Given or first name(s)	
Family last name(s)	

Date of birth	
Nationality	
Reason for claiming asylum: because of your race, religion, nationality, political opinion or membership of a particular social group (e.g. LGBTQI+), or none of these reasons	
Please list any physical or mental health conditions you have and any medication that you are taking, and/or medical treatment you require	

Details of your family members

(Father, mother, brother, sister, spouse, unmarried partner, son or daughter only)

Please include family members that are in the UK, or if they are overseas.

Name	Date of birth	Relationship	to	Last contact with	Current address
	DD/MM/YY	you		them	

Please confirm your correspondence address in the UK

Please confirm your residential address in the UK

Have you left the UK since you have claimed asylum? (If yes, please detail whether you sought permission from the Home Office to travel, the date you left the UK, where you travelled to, the reason for travel and when you returned to the UK).

Have you lodged any other applications for permission to stay in the UK since you have

Have you lodged any other applications for permission to stay in the UK since you have claimed asylum or been granted permission to stay in another category?

If you have been granted permission to stay in the United Kingdom on another immigration route, do you still wish us to progress your asylum claim to decision?

Addresses in home country:

Please tell us all the places you have lived in your home country over the past ten years and how long you lived there:

Country:

State / Province:

Region:

Town Village:

Approximate dates lived there:

Criminality and Security

In times of peace or war have you ever been involved in or suspected of involvement in war crimes, crimes against humanity or genocide? If yes, please provide as much detail as possible.

Have you ever been involved in, supported or encouraged terrorist activities in any country? If yes, please provide as much detail as possible.

Have you ever, by any means or medium, expressed views that justify or glorify terrorist violence or that may encourage others to conduct terrorist acts or serious criminal acts? If yes, please provide as much detail as possible.

Please provide the details of your asylum claim in the space provided below, using the questions above as a guide. You can use as many pages as you need.

[Type here or attach your questionnaire response]

DECLARATION

You must now read and sign the declaration below. You are responsible for the accuracy of the responses in this form.

<p>I believe the information I have given to be true.</p> <p>I confirm that I have provided all information I am aware of about my (please tick):</p> <ul style="list-style-type: none"><input type="checkbox"/> Identity and nationality<input type="checkbox"/> Family<input type="checkbox"/> Reasons for claiming asylum<input type="checkbox"/> Fear of what would happen if I returned to my country of origin<input type="checkbox"/> Physical and mental health issues<input type="checkbox"/> Exploitation (trafficking/modern slavery) I have experienced<input type="checkbox"/> Other reasons for needing to stay in the UK. <p>I am aware that making false questionnaire responses could be considered a criminal offence under immigration legislation.</p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>

If a representative has completed the form for you, they will need to complete the declarations below.

<p>I declare that I have completed this form on behalf of my above-named client,</p> <p>I confirm that I am authorised to act as a Legal Representative under Section 84 of the Immigration and Asylum Act 1999.</p> <p>I have read the completed questionnaire response back to my client in a language they understand to confirm that the contents are correct.</p> <p>Name:</p> <p>Signature:</p> <p>Organisation name and address:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>Date:</p>

Supporting Documents

If you are sending documents in support of information you have provided, please list them in box below. Please return this sheet with all documents.

Signed.....

Date.....;