

Information and Guidance on our Fees and Services

1. Who will manage your case?

Your case will be assigned to Natasha Gya Williams, Tanya Goldfarb or Marie-Christine Allaire-Rousse, all practicing UK Immigration law for over 15 years. Other UK qualified lawyers who may assist in dealing with your case have at least 4 years' experience dealing with immigration matters.

2. How we inform you about costs

We provide a matter-specific estimate of our legal fees before commencing any instruction. The quotation is factored principally on the estimated complexity of the case and the number of applicants involved. Other factors include urgency of the work, your previous immigration history and the amount and nature of documentary evidence required.

Our quotation will have an upper estimate which we would not expect to exceed, although in certain circumstances (such as complications due to Home Office procedure or revealed through analysis of supporting documentation or evidence) we may have to increase our estimate. We would only continue our work and incur any additional costs with your prior agreement.

Examples of our costs for specific matters are provided for illustrative purposes below. This information is for guidance purposes only based on fees incurred over the past two years and is not a quotation. Charges and costs vary considerably between individual applications.

Please contact us for a personalised quotation based on your unique circumstances. A specific estimate will be based on the type of application, the degree of support you require, and the additional Home Office related services that you may wish to buy, for example a Priority Service to accelerate the Home Office's processing time of your decision.

The fee guidance below includes our time up to and including the relevant application date only or as outlined in your specific instructions; we will generally charge separately for any follow up requests from the Home Office (on our current hourly rate basis of £200-450 per hour excluding VAT. The below fee guidance does not include the cost of submitting a new application or any appeal or judicial review in the event that your application process is unsuccessful.

3. VAT

Value Added Tax (VAT) on immigration matters can be complex. Generally, VAT charged at the current rate of 20% will be added to our fees and any expenses incurred by us on your behalf if you are usually resident in the UK or have current leave to remain in the UK. We will confirm how VAT is charged before proceeding with your matter.

4. Expenses

Different types of expenses arise during your application process which we may initially pay on your behalf. Typical expenses are listed below:

- Significant copying or postal costs as follows:
 - Courier Charges: £30-£100
 - Copying/Scanning Costs: £200-£500 (this can be exceeded where support is required to copy, scan or upload supporting documents for an application)
 - Postal charges: £10-£50
- Travel costs for travelling to visit you in person: £30-£500. These costs may not need to be incurred are not typical and would be agreed upon in advance with you.

5. Our Fee Guidance on specific advice/support offered

a) Individuals

We provide assistance to individuals who wish to reside in the UK. Although your immigration route may differ, the work will generally involve:

- Discussing your circumstances in detail and confirming what application routes are best suited, as well as the merits in selecting immigration options.
- Advising you regarding the requirements of the Immigration rules and policy on preparing chosen application route and supporting documentation.
- Considering the supporting evidence you have provided and revising merits assessment of application's chances of success.
- Advising you during application submission process, including advice on how to manage visa application centre procedures.
- Providing you with information about outcome of application process and any further steps you may take:
 - Providing general outline of next application steps once your application has been granted.
 - Providing an outline of options in the event the Home Office refuses your application.
- Our general fee guidance (excluding VAT) on specific immigration routes is as follows. Please note the below fee information is given for guidance purposes only and excludes any

additional expenses set out under section 4 above. The amounts noted are not quotes, as we always discuss and agree fees on an individual basis.:

- Relationship/family related applications: £2,500 - £10,000
 - Tier 1 Entrepreneurs/Start-Up/Innovator: £5,000 - £10,000
 - Investors: £7,000 - £12,000
 - Global Talent Visas: £6,000 - £10,000
 - UK Ancestry visas: £2,500 - £5,000
 - Long residence applications: £2,500 - £5,000
 - Nationality related applications: £2,000 - £5,500
 - EEA related applications: £2,500 - £4,000
 - Other areas of service are offered - the categories listed above are the more frequent types of applications which arise. We would be pleased to discuss your specific application and appropriate fees with you.
- The timeframe of each application process can vary, however from starting preparation to submitting an application, the timing is generally between 2 weeks to 3 months. Receiving the Home Office decision can take between 1 day to 6 months in most cases.

b) Points Based System (PBS) Sponsorship advice

We offer full advice regarding PBS sponsorship (Skilled Worker, Intra-Company Transfers, Skilled Ministers of Religion), T5 Workers (including Temporary Workers, Creative and Sporting visas, Youth Mobility Scheme visas,) as well as General or Child Students.

This covers advice and support to sponsors when applying for sponsorship licences, supporting sponsors to assign certificates of sponsorship, and assisting sponsored individuals (and their family members) to make relevant visa applications either overseas or in-country.

The process is likely to take between 2-4 months from preparation of the sponsorship licence application to work permission being granted to an employee (exceptions may apply).

Steps in the process Services we provide

- Instruct one of our immigration solicitors We will take information from you (instructions) on the level of support you need in using the sponsorship process. We will provide an estimate of the work we consider required. If you accept the estimate we will provide you with an engagement letter with our terms and conditions. Once we have your signed version of the

engagement letter we will send you a checklist of the documentation that is needed for the immediate sponsorship steps you wish to take.

- **Financing** You will need to arrange cover for the full costs of the Home Office fees, as well as our estimated legal fees and outlined expenses. We will generally ask for at least half of our estimated fees upfront before we start work on your case. These fees will be held on trust for you, in our client bank account.
- **Legal work** You will provide evidence we request in a scanned format, which will be uploaded on a mutually agreed web server. We will prepare necessary information and evidence to support you during the various stages of the sponsorship process, including the submission of applications and sponsorship certificate requests.
- **Enquiries** We will work with you to respond to any requests from the Home Office for further evidence or information (which will be charged separately).
- **The Decision** If the application/certificate request is approved we will advise you of the follow up steps to complete the sponsorship process, up to the point where the sponsored worker commences working. If the Home Office refuses you at any point during the sponsorship process, we will outline the remedies available, including re-applying and lodging administrative or judicial reviews.
- As part of a Points Based System application, it may be necessary for us to liaise with the following third parties to secure your necessary endorsement. The timeframe for securing this additional permission/authorisation may take between 2-5 weeks.
 - Designated Competent Bodies for Global Talent Visas and Start-Up/Innovator application
 - Sport Governing Body.
 - T5 Government Authorised Exchange (GAE) providers
- Our fee guidance on specific matters (excluding VAT) is as follows:
 - Sponsorship licence application advice and support: £1,500 - £3,000
 - Certificate of Sponsorship advice and support: £600 - £1,500
 - Third party Endorsement/authorisation: £750 - £1,500
 - PBS visa support (for sponsored individual and their family dependants): £900 - £1,500 per applicant.
 - Ad hoc sponsorship advice (including liaising with Home Office after application submission date, suspension and revocation action): charged on an hourly rate of £200 - £450.

- Outlining future steps after Home Office decision: charged on an hourly rate of £200 - £450 – the amount of work to be undertaken will depend on whether the application is granted or refused. This does not include taking action to challenge a refusal.

6. Home Office and Visa Processing Partner fees

In addition to our professional fees you may have to pay application-related fees which are determined by either the Home Office or one of the Home Office's delegated visa processing partners. Such fees include:

- a. Home Office sponsorship licence fee
- b. Certificate of sponsorship fee
- c. Points Based System visa application fee
- d. Points Based System dependant application fee
- e. Optional additional user pay services (enhanced services, such as priority processing, courier return of documents, premium lounge, text message updates etc.)
- f. Immigration Health Surcharge
- g. Immigration Skill Surcharge fee

More information regarding these costs is available via the following links below. Please note these links are valid at the time of producing this document and may be updated.

- Home Office: <https://www.gov.uk/visa-fees> and <https://www.gov.uk/government/publications/visa-regulations-revised-table/home-office-immigration-and-nationality-fees-1-december-2020>
- Immigration Skills Charge - <https://www.gov.uk/uk-visa-sponsorship-employers/immigration-skills-charge>
- Immigration Health Surcharge: <https://www.gov.uk/healthcare-immigration-application>
- Sopra Steria/UKVCAS: <https://www.gov.uk/ukvcas>
- VFS: <https://www.vfsglobal.co.uk>
- TLS: <https://www.tlscontact.com>

As part of our advice, we will outline the types of Home Office related fees that may apply to your application process at the time you instruct us.

Information on our Complaints Procedure

If you are not content with our service, please let us know right away and we will aim to resolve the problem promptly and to your satisfaction. Firstly, contact our Partner, Natasha Gya Williams (telephone +44 (0) 117 205 0177, e-mail info@gyawilliams.co.uk, or by post to 2nd Floor, 48-54 West Street, Bristol, BS2 0BL UK). Your complaint will be dealt with sympathetically and promptly.

If we are unable to resolve the complaint to your satisfaction, you may be able to ask the Legal Ombudsman to consider the complaint. Normally you will need to bring a complaint to the Legal

Ombudsman (PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333) within six months of receiving from us a final written response about your complaint. You may not be entitled to have a complaint considered by the Ombudsman, as the service is available to members of the public, very small businesses, charities, clubs and trusts only.

We have a written policy detailing how we handle complaints which we are happy to provide upon request. Please also refer to the [additional information published by the Solicitors Regulation Authority](#).