

Age	16-24		25-34		35-44		45-54		55+	
Place of application										
How did you make your application?										
Online							Hand-written			
If on-line, please rate the following:		Very Poor	Poor	Good	Very Good	Comments				
The ease of completing the process										
Making your appointment for interview										
Please answer the following:			Yes	No	Comments					
Did you enrol Biometric data?										
Was the 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										
Politeness and helpfulness of staff										
The advice supplied by staff										
The waiting area (comfort and condition)										
Poster/notices displayed on the walls										
Please rate:		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			
Type of visa applied for:		Visit		Student			Settlement			
Business		Other								

Any other feedback or comments

Thank you for taking the time to give us your feedback.