

The City of Nottingham Registration Service Nationality Checking Service

Applying for British Citizenship

Applying for British Citizenship can be difficult and can take a long time. The Home Office will return any application which has not been filled in correctly or does not include the correct supporting documents.

How we can help:

The Nationality Checking Team will check that your application is completed correctly, before sending it securely and swiftly to the Home Office on your behalf. We are trained and registered with the Office of the Immigration Service Commissioner (OISC), and we work in partnership with the Home Office to deliver a friendly and efficient service.

We will:

- Check you have completed the necessary forms correctly.
- Check you have supplied all the required supporting documents.
- Copy and certify all your documents - including your passport - so you can keep them with you.
- Send your application to the Home Office via secure next day mail service.

Using the service:

We have a dedicated team ready to help you. We will tell you what information to bring with you and make an appointment to see you within 10 days. You need to apply in person - even if you are applying jointly with your wife, husband or civil partner. Children under 18 do not need to attend in person. You will need to bring:

- A completed citizenship application form.
- Proof of your knowledge of "Life in the United Kingdom". (See below)
- All documents listed in the guidance notes on your application.

- The application fee payable to the Home Office.
- The Nationality Checking Service fee (a separate fee from the Home Office application fee)

The checking service fees are as follows and can be paid by cash, debit or credit card :

- £55 per single adult applicant
- £95 per joint application (married couples only)
- £105 for a family application (2 adults, 2 children)
- £45 for each child.

We will ask you to pay the fee at the time of booking. We cannot make an appointment without the correct fee, and we will not refund your payment if you fail to attend your appointment, or fail to give us 48 hours notice if you need to change your appointment.

Your application fee for the Home Office can be paid by credit or debit card, postal order or cheque, with a cheque guarantee card payable to 'The Accounting Officer, Home Office'. **PLEASE NOTE: if you are planning to pay your Home Office fee(s) with a debit card, we strongly advise you to contact your bank to tell them that a large payment will be leaving your account. Otherwise, your bank may stop the payment, as a fraud prevention measure, and this will result in your application being delayed.**

Contacting us:

For more information on the Nationality Checking Service or to book an appointment contact the Nationality Checking Team at:

**The City of Nottingham Registration Service
The Council House
Old Market Square
Nottingham
NG1 2DT
Telephone : 0115 841 55 54**

Email: Office.register@nottinghamcity.gov.uk

Website: www.nottinghamcity.gov.uk follow the links to the Register Office from the Community & Living pages

Please note that the City of Nottingham Registration Service is unable to give advice about nationality or immigration matters.

We can only check you have the correct paperwork and that your application has been correctly completed. We cannot give immigration advice or act for you after you have made your application. If you need further assistance or advice you should contact the Home Office directly on 0845 010 5200 or visit www.oisc.gov.uk

Frequently asked questions

“If I use the Nationality Checking Service, does that guarantee a successful application?”

No. Your application will be assessed by the Home Office and they may need to make further enquiries. NCS is not a priority service for processing your application with the Home Office but complete and accurate forms are processed on average more quickly than incomplete applications or those requiring further information.

“When applying for British Citizenship how do I prove my knowledge of “Life in the UK?”

When applying for British citizenship you need to prove your knowledge of life in the UK, as well as your English language ability. You will need to give original documented evidence of this with your application. You can do this in two ways, either by taking the “Life in the UK” test or by taking combined English for Speakers of Other Languages (ESOL) and Citizenship classes.

For more information on the “Life in the UK” test visit www.lifeintheuktest.gov.uk or telephone 0800 015 4245. For information on ESOL courses contact the Learn Direct Helpline on 0800 100 900 or the learndirect website at www.learndirect.co.uk .

“How do I give feedback or complain about the service?”

If you have a compliment, comment or complaint about the service, please let us know. We will give you a customer satisfaction form to complete when you arrive for your appointment.

If you wish to take the matter further there are a number of ways you can do this.

1: Tell a member of staff immediately

It is always nice to know we are doing well and, if we are not, simple mistakes or misunderstandings can often be sorted out straightaway.

2: Tell the Superintendent Registrar, Lucy Lee, or the Council Feedback team. You can do this either by completing a Have Your Say form, which you can pick up from reception or by emailing office.registrar@nottinghamcity.gov.uk or by telephoning 0115 9475665 or by writing to:

Ms Lucy Lee
Superintendent Registrar
The City of Nottingham Registration Service
The Council House
Old Market Square
Nottingham
NG1 2DT

3: If you are still not happy with our response, you can complain directly to the Office of the Immigration Services Commissioner.

Office of the Immigration Services Commissioner
Complaints section
5th Floor
Counting House
53 Tooley Street
London SE1 2QN Telephone: 020 7211 1500
Fax: 020 7211 1533 www.oisc.gov.uk

How to find us:

**The Register Office
The Council House
Old Market Square
Nottingham
NG1 2DT**

Access for wheelchairs and pushchairs is at the side of the building, report to reception and a team member will show you to your appointment. There is no parking at the building, but you can travel directly into Old Market Square via the tram and there is parking for disabled blue badge holders and hackney taxi ranks on the surrounding streets. You could also use the Fletcher Gate and Trinity Square car parks, which are only a short walk away.

Email: office.register@nottinghamcity.gov.uk
Website: www.nottinghamcity.gov.uk/registrars
Opening hours:
Monday to Friday 9.00am to 4.30pm

Other useful contact details:

Life in the UK: Local Test Centres:

The Peoples First Centre

Post code NG7 3NW

Address Alfreton Road Nottingham

Phone number 0115 9135400

Richard_buckley@peoples.ac.uk

Care Training East Midlands Ltd

2nd Floor; Market Square House St Jamess Street Nottingham Telephone: 0115 959 7733

Business Advice Direct Derby

First Floor St Peters House Gower Street Derby

Telephone: 01472 898 211

Skills for Enterprise learndirect centre

Ground Floor Prospect House 94 Regent Road Leicester

Telephone: 0116 2492971

EETAC learndirect Centre

Bede Island Campus Leicester College Leicester

Telephone: 0116 224 2105

Best Training Sheffield

9 Westbrook Court Sharrow Vale Road Sheffield

Telephone: 0114 2664704

For information on ESOL courses (English for Speakers of Other Languages) contact the Learn Direct Helpline on 0800 100 900 or the learndirect website at www.learndirect.co.uk .