



ECO IMMIGRATION SERVICES

Frequently Asked Questions (FAQs)

1. What type of immigration advice do you provide?

We offer Level 1 immigration advice and assistance with straightforward UK visa and nationality applications. This includes Family Visas, UK Ancestry, Visitor Visas, Student Visas, Further Leave to Remain, Indefinite Leave to Remain and British citizenship applications. If your matter requires complex casework or appeals, we will signpost you to a suitably regulated adviser.

2. Can you help me complete and submit my visa application?

Yes — as a Level 1 adviser, we can:

- Help you complete your visa application form
- Check your supporting documents
- Submit your application to the Home Office on your behalf
- Keep you updated throughout the process

We cannot provide complex legal representations or handle appeals, tribunal matters, or asylum claims.

3. Can you contact the Home Office for me?

Yes — We can contact the Home Office on your behalf for matters within Level 1 scope, such as:

- Progress updates
- Clarifying requests for further information
- Submitting additional documents when requested

4. Do you offer in-person appointments?

No — all consultations are delivered **by telephone or video call**. This allows clients across the UK and Overseas to access advice easily and securely.

5. How long does a consultation last?

Consultations last **up to 1 hour**, giving you time to ask questions and receive clear, tailored guidance.

6. What is included in the one-off consultation only service?

Your consultation includes:

- Review of your Pre-Consultation Questionnaire
- A structured telephone or video consultation
- A written summary of the advice provided

If you choose to proceed with an application, a separate agreement and fee will apply.

7. How much do your services cost?

Our fees depend on the type of application and the level of support you need. We provide a clear fee structure before any work begins, with no hidden charges. Home Office fees are separate and paid directly to UKVI by you. You make payment in line with the stage of work completed see **Progress Payment Schedule (PPS)** below.

8. How does the Progress Payment Schedule (PPS) work?

We operate a **two-stage PPS**, in line with IAA rules:

- **Stage 1 (50%)** – Review of your questionnaire and preparation
- **Stage 2 (50%)** – Delivery of the consultation + written summary

You are only invoiced **after** each stage is completed. No money is held on account.

For full cases see below a general guide:

Stage	Description	Percentage of Total Fee
Stage 1	Initial Instruction & File Opening	15%
Stage 2	Document Review & Eligibility Assessment	25%
Stage 3	Form Completion	25%
Stage 4	Submission Preparation	20%
Stage 5	Final Checks & Submission	15%

These percentages reflect the proportion of work undertaken at each stage and ensure that you only pay for work that has been completed.

9. Do you accept Legal Aid?

No — ECO Immigration Services does **NOT** offer Legal Aid. If you may qualify, we can signpost you to organisations that provide it.

10. How do I book a consultation?

You can book by completing the **Pre-Consultation Questionnaire** on the website. Once reviewed, we will offer you available appointment slots.

11. Do you offer urgent or same-day consultations?

Yes — subject to availability. Please email to check if an urgent slot is open.

12. Can you advise clients outside the UK?

Yes — We can advise clients worldwide, as all consultations are delivered remotely.

13. What happens after my visa application is submitted?

Once your application is submitted:

- You will receive a confirmation from the Home Office
- You may need to attend a biometrics appointment
- The Home Office will assess your application
- They may request additional information
- You will receive a decision from UKVI

We will explain each step and keep you informed of any updates.

14. How long does the visa process take?

Processing times vary depending on the visa category, where you apply from and Home Office workload. We will explain the published processing times for your route and help you understand what to expect, but we cannot influence or speed up decision-making.

15. Can you guarantee that my visa will be approved?

No adviser can guarantee the outcome of an immigration application. We ensure your application is prepared accurately, professionally and in line with current Home Office requirements, giving you the strongest possible submission.

16. Where can I find official information about UK visas?

You can find up-to-date guidance on the official UK Government website:

www.gov.uk/browse/visas-immigration

This is the most reliable source for visa rules, fees, and processing times.