



Passports and
Immigration
Department

CUSTOMER SERVICE CHARTER

**The Ministry of National Security
Government of St. Vincent and the Grenadines**

LETTER FROM THE CHIEF IMMIGRATION OFFICER



WHO WE ARE

The Passport and Immigration Department is a civil service department in the Ministry of National Security led by the Chief Immigration Officer. It manages the permanent and temporary entry of people to St. Vincent and the Grenadines, and the settlement of our business sector. We promote the value of Tourism, security citizenship and cultural diversity.

Our work is underpinned by our guiding principle of people, service and security, our business. We are committed to having well trained and supported staff, and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We know how much you value excellent customer service and our goal is to give you that level of service. Therefore, it is important that we know what to expect from each other.

Our newly developed client service strategy will enhance the ways we deliver our services. With a focus on client service excellence, efficiency and integrity, we are making significant improvements in the way we serve you.

Your feedback therefore, is highly valued because we use it as an indicator of our performance against our service standards. Your feedback can be a compliment, complaint, statement or a word on how you felt as you engaged us through any of the services delivery channels.

Stanford Hamilton

CHIEF IMMIGRATION OFFICER

MISSION STATEMENT

The Passports and Immigration Department is committed to the issuance of highly secure passports and other travel documents and to facilitate the seamless movements of bona fide travelers through a well trained, dedicated and professional staff, effective immigration controls and border protection.

VISION STATEMENT

To become the leading agency in border security in St. Vincent and the Grenadines, while empowering and enabling our employees to deliver the best customer service through effective immigration management controls.

OUR SERVICE CHARTER

This Charter sets out the standards of service you are entitled to expect from us.

This charter:

- outlines our service standards and defines what you can expect from us
- states what you need to know so you can help us help you
- explains how you can give us feedback on any aspect of our service



OUR SERVICE STANDARDS

- Our service standards describe the level of service excellence we aim to deliver.
- When we serve you, we will:
 - identify ourselves
 - treat you with courtesy and respect
 - be fair, open and reasonable
 - give you clear, accurate and timely information or help you to find it
 - collect, store, use and disclose your personal information in accordance with relevant law of St. Vincent and the Grenadines.

These will be measured through regular client surveys and by monitoring the feedback you provide.

At our offices located overseas, we manage lodgment and enquiry services. If you are domicile in the USA, England or Canada and need to access our services through our missions, the service standards outlined in this charter will also apply.



PROCESsing AP

APPLICATIONS

Information on the type of applications we process and the time required by the department to process different applications is seven days. Some of these travel documents applications and other services are:

- Passports
- Emergency Passports
- Permits
- Emergency Certificates
- Visitors Extensions
- Ship Clearance

Further information is available on our website at www.gov.vc/security

HOW CAN WE HELP EACH OTHER?

We can help each other by complying with the following:

- Each new applicant must present their application in person
- Original birth certificates, adoption, certificate of citizenship and marriage certificates, where applicable.
- All applicants under 18 years must be accompanied by their parents or legal guardian when lodging an application and collecting passport.
- Applicants born outside of St. Vincent and the Grenadines of

Vincentian parentage, must produce their original birth certificate together with their parents' as proof of claim

- Inform the immigration department ASAP when passports are lost, stolen or damaged

WRITTEN COMMUNICATION

We will acknowledge emails and provide a likely timeframe for our response within three working day of receipt of your email.

Within seven working days of receiving your application, we will:

- acknowledge receipt of the application
- advise you with reasons if your application is invalid (for example, incorrect application form, documents or fee).

Within seven working days of receiving your documents, we will acknowledge receipt and advise you if there are any further requirements.



FEEDBACK- COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

We value your complaints, compliments and suggestions. These could be:

- about a positive experience you have had
- a comment or suggestion on how we can improve our services to you
- a complaint if you are not satisfied with the service you have received, or feel you have not been treated fairly and reasonably by us or by our diaspora/mission offices.

COMPLAINT HANDLING:

We will acknowledge complaints made by telephone or email within one working day and respond within 10 working days.

We will acknowledge complaints received by mail or facsimile within five working days and respond within 20 working days.

If you are not satisfied with our resolution of your complaint, you may contact Mr. Stanford Hamilton, the Chief Immigration Officer at 1-784-456-2632 Fax number 1-784-457-2137 and email: office.immigration@gov.vc or Mr. Godfred POMPEY, Ministry of National Security, Kingstown St. Vincent and the Grenadines. Telephone number: 1-784-457-1426.

OTHER IMPORTANT INFORMATION

Staying and working legally in St. Vincent and the Grenadines:

If your visa expires while you are still in St. Vincent and the Grenadines, you become an 'unlawful prohibited immigrant' If you become aware that you are an 'unlawful prohibited immigrant' you should contact the Immigration Department/Compliance section of your nearest departmental office. Locations of offices are Kingstown, Bequia, Mustique, Canouan and Union Island.

You can check your immigration status including your rights to work whether you are Non Caricom, Caricom or OECS citizens at any of the abovementioned offices.

HOURS OF OPERATION

Monday to Friday: 8:00 AM - 4:00 PM

Saturdays 8:30 AM - 12 Noon



