

## **“Launch of new visa processing time guide and customer service standards”**

On 15 January 2009 the UK Border Agency published its first guide to visa processing times and new customer service standards.

Customers can use the guide for information on how long their visa application may take to be processed, based on latest processing time performance for each visa application centre and main visa type. The information is updated each month.

 [Guide to visa application processing times](#)

At the same time, the UK Border Agency is publishing new standards for visa customer service processing times. These new standards show the time we aim to take to process each application starting from when the application was submitted until it is completed.

UK Border Agency and our Commercial Partners, VFS Global and WorldBridge are committed to delivering a high standard of service to all our customers. We regularly review our performance against our standards and aim to keep our customers informed of any changes.

[UK Border Agency Visa Service standards](#)