It has been agreed that the information request and Potentially Prejudicial Information (PPI) process during the Christmas/New Year period will be as follows:

On and/or after Monday 10 December 2018, any information request or PPI issued should have a response date that reflects 20 working days. This will allow licensed immigration advisers and immigration lawyers sufficient time during the holiday period to respond. Should other circumstances prevent an adviser or lawyer from responding, such that they require an extension, the usual process of requesting an extension will apply.

For example, a PPI letter issued on 12 December 2018 will have a response date of 15 January 2019.

Normal response timeframes will resume from Monday 7 January 2019.