

LETTER OF CITIZENS RIGHTS

WHO ARE WE?

The ALIEN STATUS AND IMMIGRATIONS DEPARTMENT is in charge of advising the authorities of the Ministry of Interior, in all matters that are related with the immigration procedures, coordinating and controlling the dispositions to which all foreigners that reside in the country must comply to.

Our **MISSION** is to authorize temporary residency permits, to process permanent residency applications and letters of nationalization presented in Chile by foreign citizens, ensuring the compliance of immigration and migration legislation and of policies and instructions given by superior authorities of the Ministry of the Interior.

Every user of the Alien Status and Immigration Departments of the Ministry of Interior has,

The **RIGHT** to:

1. Receive a wordy, kind and understanding attention from the authorities and department personnel without discrimination.
2. Receive preferential attention in the case of handicapped, senior citizens, pregnant women and mothers with unweaned infants.
3. Be given attention in an adequate physical space.
4. Know the identity of the authorities and the personnel of the Alien Status and Immigration Department of the Ministry of Interior, as well as the responsibilities that belong to them.
5. Receive clear, precise, true and timely information regarding the stage of the formality.
6. Request explanations or additional clarification regarding the enquiries made if they are not satisfied or still have doubts.
7. Receive proper, pertinent and qualified information from the personnel.
8. Have the right to be seen by the Manager of Information, Complaints and Suggestions and with the corresponding Head of Section in the case of having to resolve a unforeseen problem that cannot be dealt with by normal employees dedicated to serving the public, or to make a complaint for the attention of a specific employee.
9. Make inquiries, comments, suggestions and complains at the Office of Information, Complaints and Suggestions (OIRS), located in San Antonio no. 580, second floor,

Monday to Friday from 8.30 am to 2.30pm, through the website www.extranjeria.gov.cl or by calling **600 626 4222** Monday to Friday from 9am to 4pm.

10. Obtain an appropriate response to inquiries, comments, suggestions and complaints on behalf of the Department of Information, Complaints and Suggestions or to those who have received a civil application within the time limits set out in Law. No.19.880.
11. Be aware of the procedures and the terms stipulated for granting or refusing residency permits, in accordance with Law No. 19.880, which establishes Bases of Administrative Processes, governing the acts of the Board of State Administration and its relation to time given to applicants.
12. Where applications related to his/her residence in Chile are being considered, except in cases stipulated in the law, the applicant will be duly informed.
13. Know the amounts to pay for rights to residency permits or for breaking any legislation made by the department of immigration and migration. This information is available in person or on the tables of fees and sanctions available to see on the website.
14. To receive an adequate and quick response to any possible administrative errors committed by employees in charge of the process.

DUTIES

1. To treat the officials of customer service with respect, courtesy and understanding.
2. To respect the customer service procedures that is established in every entity for your formality.
3. To be informed of the requisites, sending the proper documentation within the established periods.
4. To be properly informed of the established procedures, requesting the documents on time.
5. To keep, take care and not alter the documents that this institution gives you.
6. To respect the order within the offices of the institution, respecting the environment and surroundings.
7. To verify that the information entered is correct.
8. To communicate to the authorities any change in domicile and/or employer.

ADDRESS: SAN ANTONIO 580, 2nd Floor: Information, Complaints and Suggestion Office (OIRS), **3rd Floor: VISA STAMPS; TOURISM; PERMANENT RESIDENCE SUBMISSIONS.**

Personal Assistance:

Monday to Friday from 8:30 a 14:00Hrs

Telephone Assistance:

Monday to Friday from 9:00 a 16:00Hrs

600 626 4222

Web Page

www.extranjeria.gov.cl

Apart form the customer service office that you are in, there are alien status and immigration office along Chile that are located in the Provincial Governments. The address of each of these offices as well as there office hours you may find in www.extranjeria.gov.cl.

Santiago, Mayo 2008