

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. The most relevant products are:

1. Residence Permits for Students, Subject to Contract, Temporary and Asylum.
2. Definitive Permanence Certificate.
3. Request for Naturalization Letters.
4. Naturalization Formalities.

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. Know the name of who is responsible of the Customer Service Office as well as the names of the members of the team.
9. Be given attention from the person in charge of the Information, Complaints and Suggestions Office or with the person in charge of the corresponding division, in the case that an extraordinary situation arises that cannot be solved by the personnel in charge of customer service.
10. Submit your questions, complaints and suggestions in the Information, Complaint and Suggestion Office (OIRS), or through the web page and telephone.
11. Receive a timely answer to your questions, complaints and suggestions from the Information, Complaint and Suggestion Office, or from whom this office has sent your request to within the established time line.
12. Know the stages and the timelines that have been stipulated in the granting or rejecting of the residence permits.

13. That all of the formalities related with your residence in Chile be received, except in the cases established by the law, the ones that will be properly informed to the user.
14. To know the values that must be paid for the benefits that have been granted.

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.

The Alien Status and Immigration Department of the Ministry of Interior, has an Information, Complaints and Suggestion Office (OIRS), located in the Metropolitan region, Agustinas 1235, 2nd Floors, office hours from 8.30 to 14.00 hours.

OIRS

- Web page: www.extranjeria.gov.cl
- On line Consult: Access through the web page.
- Citizen E-mail: Access through the web page.
- Complaints and Suggestions: Access through the web page and presence mail Box

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.