

## **Service Level Agreement**

### **How long do applications take?**

We will deal with applications in accordance with our SLA below which applies for firearms, shotgun and air weapon certificates.

Grant of new certificate	16 weeks from receipt of application
Renewal of an existing certificate	Before the expiry of the current certificate
Visitors Permit	6 weeks
European Firearms Passes	6 weeks
All other requests	As received and as soon as reasonably practicable.

Our timescales for all applications within this SLA are dependent on there being no errors in the application (such as missing information, a failure to complete the declaration, or making an application at short notice) and there being no issues or concerns with regard to the applicant that require us to carry out additional work.

### **Existing licence holders**

We will deal with applications in accordance with our SLA above, with our primary focus being those whose certificates are due to expire. When you renew your certificate(s), we encourage you to submit your application as early as possible so we can process it by the expiry date.

### **New applicants**

We will deal with new applications in accordance with our SLA above in order of date received although we may amend our prioritisation process having taken cognisance of exceptional circumstances should these arise. We would encourage you to submit a new application in a timeous manner to allow us to complete all necessary checks within our timescales.