

# CODE OF PRACTICE

## Responsibilities of the Export Licensing Unit

The Export Licensing Unit (ELU) of the Department for Culture, Media and Sport is responsible for administering the export licensing of cultural goods from the UK. This includes processing applications and issuing licences, under both UK legislation and EC Council Regulation (No 3911/92).

## Standards of Service

We aim to issue export licences within five working days of receiving the application. We cannot do so, however, if information is missing from the application or if needs to be referred to an Expert Adviser in a museum or gallery. If there is a particular urgency, we will try to issue a licence by the deadline requested.

Expert Advisers will normally be consulted within five working days and we ask them to respond to us within 15 working days.

Staff will be happy to answer queries about export licensing by telephone and will usually give you the information immediately. If we cannot answer your query there and then, we will usually call you back within one working day. If you want more detailed information we will send an information pack within one working day.

Detailed requests requiring a written reply will be answered within one week.

Details of our performance against these standards will be published in the Annual Report of the Department for Culture, Media and Sport.

## Information and Openness

Guidance leaflets for exporters are available from this office free of charge.

Our staff are fully informed about the export licensing requirements including the applicable monetary limits. We will be happy to advise if a licence is required and what type will be needed.

We will also be happy to give as much information as possible on the progress of an export licence application.

All enquiries will be answered in a knowledgeable and helpful manner.

## Consultation and Communication

We will continue to consult museums and galleries and fine art, antiques and antiquities trades (including the relevant trade associations) about any proposed changes to export licensing requirements and the administration of the system.

## Courtesy and Helpfulness

Our staff will always identify themselves by name on the telephone and in correspondence and will be courteous, friendly and helpful.

## Complaints

We encourage people to contact us with their problems so that we can try to remedy them.

If you are not happy with our service you should contact the person who dealt with the matter or:

Mrs Lynn Gates  
Head of the Export Licensing Unit  
Department for Culture, Media and Sport  
2-4 Cockspur Street  
London  
SW1Y 5DH

Tel. 020-7211 6163  
Fax. 020-7211 6170  
email: [lynn.gates@culture.gsi.gov.uk](mailto:lynn.gates@culture.gsi.gov.uk)

Alternatively, you can contact at the same address:

Ms Alex Stewart  
Director of Arts and Culture

Tel. 020-7211 6122  
Fax. 020-7211 6130  
email: [alex.stewart@culture.gsi.gov.uk](mailto:alex.stewart@culture.gsi.gov.uk)

If you are still not satisfied with the way your complaint has been handled and wish to take the matter further, you can write to the Secretary of State for Culture, Media and Sport or alternatively an MP (who could refer the case to the Parliamentary Commissioner for Administration).

We shall be checking with any complainants that they are satisfied with the way in which a complaint was handled, and the time taken to do so.

## Value for Money

No charge is made for advice, guidance leaflets or export licences.

Applicants may on occasion have to provide one or more photographs of the objects they wish to export but we will waive this requirement wherever possible.

We aim to minimise the burden of export licensing requirements, within constraints imposed by European Union Legislation, or UK procedures for identifying items deemed to be of national importance which it is considered should be retained by means of a compensating offer to purchase.

Export Licensing Unit  
Department for Culture, Media and Sport  
First Floor  
2-4 Cockspur Street  
London  
SW1Y 5DH

Enquiries should be made to the above address, or by telephoning 020-7211 6164/66/67/68 or email at [exportlicensing@culture.gsi.gov.uk](mailto:exportlicensing@culture.gsi.gov.uk)