



341-9191

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**Bahamas Immigration
Department
Public Hotline/Tipsters**



Information Brochure



**Bahamas Immigration Department
Committed to serving you with excellence!**

October 29, 2009

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BAHAMAS IMMIGRATION'S HOTLINE

1. TELEPHONE NUMBER:

The Bahamas Immigration Department's telephone **hotline** number is:
341-9191

2. CORE VALUES:

- Confidentiality
- Professional Judgment
- Competence
- Promptness of advice/action
- Trust

3. HOURS OF OPERATION:

The Department's hotline will operate twenty-four (24) hours a day, seven days a week.

4. COMPLIMENT POLICE/ DEFENCE FORCE

The Department's **hotline** is not designed to replace complaints lodged with the Royal Bahamas Police and Defence Forces, rather, the focus is to compliment the efforts and work of our law enforcement partners.

5. NO CHARGE:

There are no charges of fees connected to services.

6. PRIORITY:

Priority will be given those matters identified by the shift manager as urgent.

The manager will therefore develop and employ a method of regular method of recordation and assessment to determine the frequency of complaints and to determine any pattern and the merit of any complaint in order to take corrective action where appropriate.