



The Immigration Services
Commissioner's Complaints Scheme

Complaints form

www.oisc.gov.uk

Regulating Immigration Advice



Who you can complain about

If you think your immigration adviser has given you poor advice or an inadequate service, you can complain to the Office of the Immigration Services Commissioner (OISC). You can complain about any adviser, solicitor or barrister – even if you didn't find them through the OISC. We work to make sure that all advisers give good advice and we take all complaints seriously.

What you can complain about

You can complain about any problems with your immigration adviser, solicitor or barrister, including:

- poor advice and/or service
- failure to take proper instructions
- making false claims of success
- charging unreasonable fees and/or charging for work not done
- encouraging you to make false or misleading statements
- missing deadlines or failing to appear in court.

We can use an interpreter to get the details of the complaint if you would like us to.

Why should you complain?

- It is an opportunity for you to let the OISC know what you think of the person who advised or represented you.
- By complaining you may be able to prevent this adviser providing a similar poor service to others.
- Your complaint may help us to raise the standard of advice provision in this area by identifying those who need training to improve their advice and services.

What we will do with your complaint

We will look at your complaint and investigate your concerns. This process normally takes around six months, during which time we may need to contact you for further information. At the conclusion of our investigation we will issue you and your adviser with a determination, outlining whether we believe your adviser is at fault or not, and what action we will subsequently be taking.

If your complaint is about a solicitor or barrister, we will probably refer the complaint to another regulatory organisation with responsibility for those advisers.

Possible outcomes of your complaint

We may take action against your adviser to prevent others receiving poor advice and/or services.

What we can't help with

- Speeding up your immigration application
- A complaint that is already the subject of ongoing legal action
- A complaint against a person who holds an office under the Crown while they are acting in that capacity
- A complaint referring to a matter that occurred more than six months ago (this is discretionary)
- Refunds and compensation
- Complaints against Immigration and Nationality Directorate (IND) staff.

How to make a complaint

You can make a complaint by filling in the complaints form and returning it to us at:

The Office of the Immigration Services Commissioner
Complaints Team
5th Floor, Counting House
53 Tooley Street
London SE1 2QN

We will acknowledge and consider all complaints made to us.

b) the address of the person you are complaining for

Postcode

c) the telephone number of the person you are complaining for

d) the e-mail address of the person you are complaining for

e) your relationship with the person you are complaining for

6. Name of the adviser, solicitor or barrister you wish to complain about

7. Name of the organisation the adviser, solicitor or barrister works for
(where appropriate)

8. Address of the adviser, solicitor or barrister or the address of their organisation

Postcode

9. Telephone number of the adviser, solicitor or barrister or the telephone number
of their organisation

10. Date of your first contact with the adviser, solicitor or barrister

11. Please give full details of your complaint by providing us with the following information:

When did you first meet the adviser, solicitor or barrister who is the subject of your complaint?

How did you hear about them?

What did you ask them to do?

What exactly do you think that the adviser did wrong?

Can you remember the dates of any meetings or telephone calls you had with the adviser?

Did you pay the adviser, solicitor or barrister any money?
If so, please give details of payments made

Did you get any letters or receipts from the adviser, solicitor or barrister?
If so, please send these with this form

Did you complain to the adviser before you contacted the OISC?
If so, what was the outcome?

Please tell us, below, anything else you think may be relevant to your complaint.
You can continue on a separate sheet if you need to

12. Please summarise how you would like to see your complaint resolved

The OISC will consider all complaints made to us. However, your case may be affected if we cannot disclose your identity or the identity of the person on whose behalf you are complaining.

I give the OISC permission to tell people my name/the name of the person on whose behalf I am complaining if necessary (please tick box).

Yes No

13. Signed

14. Date

15. Please state how you heard about the OISC (for internal monitoring purposes only)

16. Please indicate below if you will require an interpreter in order for the OISC to be able to discuss your case with you. Please indicate what language and/or dialect this interpreter will need to be able to speak

www.oisc.gov.uk
Tel: 0845 000 046
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