



The Immigration Services
Commissioner's Complaints Scheme

Complaints form

www.gov.uk/oisc
Regulating Immigration Advice

2016



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 based in the UK – 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
- an unregulated person

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 consider whether to redirect the complaint under the Commissioner's re-direction scheme. This means that the complaint will be sent to the organisation that is being complained about in order for it to be investigated under their complaints procedure. This gives the organisation the opportunity to resolve the complaint themselves, without the direct intervention of the OISC.

Alternatively the Commissioner may decide to investigate your complaint formally. This process normally takes around five 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 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 such as an MP or Judge
- A complaint referring to a matter that occurred more than twelve months ago (this is discretionary)
- Refunds and compensation
- Complaints against Home Office staff
- Complaints concerning emigration to countries outside the European Union. For example a complaint involving emigration from the UK to Australia or Canada

How to make a complaint:

- Fill in the complaint form
- Provide as much detail as possible. Please note there is no space limit for your answers
- Include copies of any relevant documents
- Save your complaint form in the current format (PDF) and email it to **complaints@oisc.gov.uk**
- If you are unable to email the complaint form, please type onto the form and post it to the OISC (address overleaf). Please note that text that is not visible outside of the text boxes will not appear when printed

We will consider all complaints made to us.

Complaints form

If you wish to make a complaint about immigration advice you have received (from an immigration adviser, solicitor or barrister), please complete and email this complaint form to **complaints@oisc.gov.uk**.

If you are unable to email the complaint form, please type onto the form and post it to:

The Office of the Immigration Services Commissioner
Complaints Team
5th Floor
21 Bloomsbury Street
London
WC1B 3HF

If you would like help with completing the form, please call our helpline on 0345 000 0046 and ask for the complaints team. Calls will be charged at a local rate.

Please include copies of relevant documents with your complaints form.

1. Your full name:

2. Your address:

Your postcode:

3. Your telephone number:

Other contact number:

4. Your email address:

5. 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. This may mean the OISC is unable to investigate your complaint further.

I give the OISC permission to disclose my name/the name of the person on whose behalf I am complaining, to the adviser who is the subject of the complaint or their regulatory body (please tick box).

Yes

The OISC would also like your permission to pass this completed complaint form to the adviser to ensure they understand fully your complaint.

I give the OISC permission to disclose this completed complaint form to the adviser who is the subject of the complaint or their regulatory body (please tick box).

Yes

6. Signature (type your name if completing electronically):

7. Date:

8. Are you making the complaint on behalf of another person? YES NO

If no, please go to question 10.

9. If yes, do you have permission to disclose their identity? YES NO

Please note, if you do not have permission it is unlikely that the OISC will be able to formally investigate your complaint.

If yes, please tell us:

a) the name of the person you are complaining for:

b) their address, including their postcode:

c) their telephone number(s):

d) their email address :

e) your relationship with the person you are complaining for:

10. Have you already reported your complaint to the Police, Home Office or Solicitors Regulation Authority?

If yes, please tell us:

a) which organisation have you complained to?

b) your Police Unique Reference Number (URN) or complaint reference number:

c) any other details you have about the investigation:

11. Please provide the following details of the organisation and the adviser, solicitor or barrister you wish to complain about. Name of the adviser and organisation:

12. Address, including their postcode:

13. Email address:

14. Telephone number:

15. **Details of your complaint (please include supporting evidence):**

a) When did you first contact the adviser you are complaining about? Please include information about the time, date and location of the meeting/contact.

b) please provide details of anyone else that was present:

c) what did you ask the adviser to do?

d) please provide the times, dates and locations of any subsequent meetings or telephone calls you had with the adviser:

16. What exactly do you think that the adviser did wrong?

17. Did you pay the adviser any money? If so, please provide details of the payments such as the date, amount, bank details and payment method.

18. Did you get any letters, receipts, text messages or other documents from the adviser? Do you have any audio/visual recordings of meetings? If so, please provide electronic versions with your complaint form.

19. 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.

20. How you would like to see your complaint resolved? Please tick the relevant boxes and add any further detail below.

Other:

In relation to refunds, please note that the OISC only has the regulatory power to recommend that an adviser provides a refund.

21. Please tell us how you heard about the OISC (for internal monitoring purposes only)?

22. If you require an interpreter in order for the OISC to be able to discuss your complaint with you, please state what language/dialect this interpreter will need to be able to speak.

Once you have completed your complaint form, please email it to **complaints@oisc.gov.uk**

Thank You

www.gov.uk/oisc
Tel: 0345 000 0046

July 2016

