

# OISC Model Template Letters

## Adviser Guidance

### Client Closure Letter

Code 46. On completion of a client's case an organisation should provide the client with a written statement including the following information:

- a. confirmation that the case has been completed including a statement of the case's outcome and implications. This should include any dates or restrictions on the client's leave, if known;
- b. a list of the original documents returned to the client; and
- c. a final financial statement, if appropriate.

Code 47. Where the client's case has not been completed, but the client has withdrawn their instructions or the organisation has decided to withdraw from the case, an organisation must make every effort to provide the client with a written statement including the following information:

- a. confirmation that the case has been completed including a statement of the case's outcome and implications. This should include any dates or restrictions on the client's leave, if known;
- b. a list of the original documents returned to the client; and
- c. a final financial statement, if appropriate.

Below is a suggested client closure letter. This should be sent to all clients who have been issued with a Client Care Letter in line with Codes 23 to 26 at the completion of their immigration case and a copy retained on the case file.

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Dear *(insert name here)*,

**RE: OUTCOME OF (name of client's) CASE & STORAGE & CLOSURE OF YOUR CASE FILE**

Below are suggested paragraphs explaining to the client about what now happens with their case file.

I write to confirm I have received a response from *(insert details here for example UKVI / Immigration Enforcement/Tribunal)* in relation to your *(insert details here)* application.

Your application has been Approved/Refused *(insert details of the UKVI / Immigration Enforcement/Tribunal decision and any implications this has on the client)*

*(You should also include a list of original documents that the organization is returning to the client)*

Please find enclosed a list of the original documents returned to you:

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*(You should also include a final financial statement detailing whether the case has been paid in full or whether there are any outstanding fees)*

If you have any questions regarding this letter please do not hesitate to contact us.

As your case has now concluded we are closing your case file and storing all information and documents that we hold relating to your case. This information and documentation will be held by us for at least six years.

If you have any queries regarding the contents of this letter or your case, please do not hesitate to contact us.

Yours sincerely,

(Name of Adviser)