

OISC Model Documents

Complaints - Adviser Guidance

The information below provides guidance on what the Code relating to complaints mean and what the Commissioner expects you to do with regard to complaints handling

Code 79 says organisations must have, and effectively apply, a written procedure for the handling of complaints approved by the Commissioner which includes a statement informing clients that they have the right to complain to the Commissioner at any time.

Your complaint procedure may wish to include the timescales involved for investigating and determining the complaint, as well as the name of the person responsible for any complaint. It must include details of the OISC's complaints scheme and be clear that the client can complain directly to the Commissioner at any time.

In addition to the information the Code says must be included in your complaints procedure, we suggest you include the following as good practice:

- Recognition that verbal complaints are treated as seriously as written complaints.
- Provision for acknowledging a complaint received, both verbally and in writing to the client.
- Prioritising complaint resolution - clients want their problems dealt with. Complaints solved quickly and appropriately usually result in greater goodwill
- Provision for remedial action when a client's complaint is found to be substantiated.
- If the situation cannot be resolved and the client and adviser cannot work together any more, your procedure should provide for closing the matter as quickly as possible and referring the client to another adviser.
- Following the conclusion of the complaint investigation, the adviser should evaluate the problems that the complaint may have identified and look for ways to ensure that they are not repeated.

Below is a suggested 'Model Document' that you can use as your Complaints Procedure.

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Complaints Procedure– OISC Model Document

ABC Immigrations – Complaints Procedure

This document explains how ABC Immigration will accept, record, investigate and resolve complaints made about its services.

Standards of Service

ABC Immigration aims to provide all its clients with the highest standards of service and client care. If we fail to provide this to you, we need you to inform us so we can try to resolve any problems. We will also learn from them so that we can improve our service.

How to make a complaint

ABC Immigration will always try to provide you with an opportunity to tell us of your concerns and will work with you to try to resolve them.

- If you are not satisfied with any aspect of our service you may initially want to discuss this with your adviser, to see if the matter can be resolved quickly.
- If you have spoken to your adviser or if you do not wish to discuss your concerns with them, you may wish to make a formal complaint. You can make your complaint either verbally or in writing to *John Smith*, who is the *Head of Advice at ABC Immigration*.

John Smith can be contacted at..... (Include *address*, *telephone number* and *email address*).

John Smith is responsible for handling complaints in relation to immigration advice and services provided by ABC Immigration Services.

What Happens Next

- John Smith will acknowledge your complaint within (X days) of receiving it.
- ABC Immigration will investigate and provide you with a response to your complaint within X working days of our receipt of your complaint. If we

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have to change the time-scale for any reason, we will let you know and explain why.

ABC Immigration will keep details of your complaint in a central register. We will also create a separate file or section in your case file in order to record details of the complaint, our investigation and ABC Immigration's response to your complaint.

Investigation

Your complaint will be investigated in the following way:

1. John Smith will ask the ABC Immigration adviser working on your case to provide their response to your complaint.
2. John Smith will consider the adviser's response, the information provided in the complaint and any other relevant material (such as the contents of your case file).
3. John Smith will then prepare a written response, which will be sent to you. This response will set out the findings of the complaint investigation as well as any suggestions for resolving the matter.
4. If you consider taking legal action against ABC Immigration, we confirm we have Professional Indemnity Insurance to meet any relevant claims.
5. Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to ABC Immigration Services, you may at any time complain directly to the Office of the Immigration Services Commissioner (OISC).

The OISC can be contacted at:

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

Telephone:

Fax:

Email:

Website: www.oisc.gov.uk