

Freedom of Information Request

FOI/AH/17/01

NUMBER OF OISC COMPLAINTS RECEIVED IN 2016

18 January 2017

Dear Office of the Immigration Services Commissioner,

Please advise how many complaints the OISC has received in the last 12 months relating to OISC registered in immigration advisers.

Please also advise how many of those complaints were upheld by the OISC.

Yours faithfully,

[REDACTED]

RESPONSE

2 February 2017

Dear [REDACTED]

Thank you for your email.

I am the Commissioner's Information Officer and I will be dealing with your Freedom of Information request.

I can confirm that the OISC received 166 complaints between 1 January 2016 and 31 December 2016 relating to OISC registered immigration advisers.

I can also confirm that of complaints received between 1 January 2016 and 31 December 2016 55 complaints were substantiated and 31 complaints were successfully re-directed.

I have attached copies of the OISC Complaints Scheme 2015 and OISC Complaints re-direction scheme which provide further information on how the OISC deal with complaints.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request. Please quote the above reference number in any request for an internal review.

If you are not content with the outcome of the internal review, you have the right to apply

directly to the Information Commissioner for a decision. Details on how to do this are on his website at <http://ico.org.uk/>

Regards,

For and on behalf of the Office of the Immigration Commissioner