

**Freedom of Information Request**

FOI/AH/16/17

INFORMATION RELATING TO HANDLING OF COMPLAINTS BY OISC

8 June 2016

Dear Office of the Immigration Services Commissioner

I would like to make the following request under the Freedom of Information Act 2000:

1. Please supply the total number of complaints referred to yourselves for each of the last 5 years.
2. In terms of the figures above, please also break this down as follows:
  - i. The percentage of complaints re-directed to other Ombudsman or similar independent complaints handlers
  - ii. The percentage that you accept for further investigation
  - iii. The percentage rejected as inadmissible
  - iv. The categories into which any remaining complaints would fall
3. Please supply the number of current full-time equivalent staff you currently employ to sift through initial complaints received.
4. Please supply the number of current full-time equivalent staff you currently employ to investigate admissible complaints.
5. Please clarify the extent of any overlap in the figures for requests 3 and 4 above (i.e. the number of staff employed whose role involves both sifting through complaints received and investigating admissible complaints

With thanks,

[REDACTED]

**RESPONSE**

4 July 2016

Dear Sirs,

I write further to your e-mail of 8 June 2016 in which you request information about complaints and the OISC.

I am the Commissioner's Information Officer and it is my responsibility to reply to enquiries such as yours.

Information relating to the number of complaints received by the OISC and how they are investigated and dealt with is contained in the annual reports and accounts for the OISC. This annual reports can be found on the following link:

<https://www.gov.uk/government/collections/annual-report-and-accounts-oisc>

To assist you with your request, I have extracted the relevant information from the annual reports and provided it in the attached document. You will note that I have not provided information relating to 2015 and 2016; the figures relating to complaint for this period are currently being collated and will shortly be published in the 2015 and 2016 annual report and accounts for the OISC.

I can confirm that 2.8 full-time equivalent staff are currently employed to sift through initial complaints received.

I can confirm that 25 full-time equivalent staff are currently employed to investigate admissible complaints.

I can confirm that 1 full-time member of staff is responsible for sifting through initial complaints received and investigating them in line with the OISC's complaints re-direction scheme.

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/>.

Kind regards

For and on behalf of the Office of the Immigration Services Commissioner



## Complaints Received by OISC

	Complaints against OISC regulated advisers	Complaints against advisers under approved regulators	Complaints against unregulated advisers	Total
2010/11	316	68	54	438
2011/12	296	54	142	492
2012/13	290	58	113	461
2013/14	268	52	144	464
2014/15	195	52	147	394

### How the OISC disposed of complaint cases against regulated advisers during 2014/15

Substantiated	Unsubstantiated	Redirected successfully	Closure: outside time / jurisdiction	Closure: Insufficient evidence	Closure: failure in complainant co-operation	Closure: organisation no longer registered	Investigation suspended: ongoing legal action	Total
130	13	22	1	23	8	36	1	234

\* These totals include complaints carried forward from previous years

### How the OISC disposed of complaint cases against regulated advisers during 2013/14

Substantiated	Unsubstantiated	Redirected successfully	Closure: outside time / jurisdiction	Closure: Insufficient evidence	Closure: failure in complainant co-operation	Closure: organisation no longer registered	Investigation suspended: ongoing legal action	Total
112	14	31	5	10	11	62	0	245

\* These totals include complaints carried forward from previous years

### How the OISC disposed of complaint cases against regulated advisers during 2012/13

Substantiated	Unsubstantiated	Conciliated	Suspended investigation	No supporting evidence	Not OISC regulated	Withdrawn	Passed to Intelligence	Redirected successfully	Other	Total
155	18	0	10	8	32	8	10	54	15	310

\* These totals include complaints carried forward from previous years

### How the OISC disposed of complaint cases against regulated advisers during 2011/12

Substantiated	Unsubstantiated	Conciliated	Suspended investigation	No supporting evidence	Not OISC regulated	Withdrawn	Passed to Intelligence	Redirected successfully	Other	Total
111	28	4	5	8	22	6	2	39	20	245

\*These totals include formal complaints carried forward from previous years

How the OISC disposed of complaint cases against regulated advisers during 2010/11

Substantiated	Unsubstantiated	Conciliated	Suspended investigation	No supporting evidence	Not OISC regulated	Withdrawn	Passed to Intelligence	Redirected	Other	Total
88	46	1	2	5	28	4	1	32	7	214