



**Immigration  
Advice  
Authority**



## Seeking immigration advice? The IAA is here to help you.

Anyone who provides immigration advice or services must be properly regulated. **The Immigration Advice Authority (IAA)** sets a Code of Standards for immigration advisers, and can investigate complaints on your behalf if things go wrong.

To make sure you're getting professional immigration advice you can trust, always check your adviser is registered with the IAA, or search for a regulated adviser through us.

### **Find an IAA-registered adviser**

You can find a registered immigration adviser by visiting [gov.uk/iaa](https://www.gov.uk/iaa).

## **Who is the Immigration Advice Authority (IAA)?**

The IAA is the organisation that regulates immigration advisers and promotes best practice across the immigration advice sector. To be registered with us, an adviser has to prove that they meet our Code of Standards and continue to uphold those standards.

It is illegal to provide immigration advice in the UK without being properly regulated. Those who do are putting vulnerable people at risk and damaging the immigration system. The IAA has the power to take action against advisers who break the law.



## Complain about an adviser

If you've had a bad experience, we want to hear about it so we can help to put things right. You can complain to the IAA about:

- bad service you have received from an adviser registered with the IAA, such as being misled, being overcharged, bad customer service, poor advice or failing to respond to you
- immigration advice you received from an unregulated person

You can also ask someone to make a complaint on your behalf, for example a friend, solicitor or voluntary organisation.

Scan here to visit our website



## How to contact us

To make a complaint, or just raise a general concern, there are several ways to contact the IAA:

 Go to [gov.uk/iaa](https://www.gov.uk/iaa)

 Email [info@immigrationadviceauthority.gov.uk](mailto:info@immigrationadviceauthority.gov.uk)