



**Immigration
Advice
Authority**

Promoting best practice,
protecting advice seekers

IAA Customer Service Charter

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The Immigration Advice Authority (IAA) is committed to providing fair, professional, and accessible services. This charter outlines what you can expect from us and what we ask of you in return.

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Who we are and what we do

The IAA is an executive non-departmental public body responsible for regulating immigration advice and services across the UK.

Our mission is to protect individuals seeking immigration advice by regulating and enforcing standards within the sector. We investigate complaints and concerns about advisers, taking action when necessary to ensure public confidence and maintain integrity. We:

- Regulate immigration advisers to uphold professionalism and competence.
- Provide clear guidance to help individuals understand their rights and responsibilities.
- Investigate complaints and take appropriate action against unlawful practices.
- Promote best practices and public trust in immigration advice services.

What you can expect from us

When you engage with the IAA, you can expect:

- Professionalism: We treat everyone with integrity, impartiality, and respect.
- Clarity: Our communication is clear, accurate, and easy to understand.
- Support: We provide guidance to help you navigate the immigration advice system.
- Fairness: Everyone is treated equally, without discrimination.
- Confidentiality: Your information is handled securely and in line with data protection laws.

We are committed to:

- Being open, honest, and transparent in all interactions.
- Providing accurate information and clear explanations.
- Providing a timely response to your queries and feedback.
- Valuing your input to improve our services continuously.

Your responsibilities

To help us deliver the best possible service, we ask that you:

- Treat our staff with respect and courtesy.
- Provide the necessary information to help us address your issue or query.
- Inform us of specific communication needs, such as alternative formats or languages.
- Let us know if you require reasonable adjustments due to a disability.
- Understand that we may be unable to share certain information or provide updates on ongoing cases due to confidentiality requirements.

Service standards

How we handle complaints

We are committed to resolving [complaints](#) fairly and efficiently:

1. Acknowledgment: We confirm receipt of your complaint and explain the next steps.
2. Investigation: We review all relevant details and may contact you for additional information.
3. Resolution: We aim to resolve complaints promptly, keeping you informed throughout the process.
4. Appeals: If you are dissatisfied with the outcome, we will explain how to request a review.

Support for immigration advisers and advice seekers

We provide:

- [For immigration advisers](#): Resources and guidance to help meet regulatory standards.
- [For advice seekers](#): Clear information to understand your rights and access reliable immigration advice.

Feedback and continuous improvement

Your feedback is invaluable in helping us improve our services. Whether you have a suggestion, compliment, or concern, we encourage you to share it via our online [portal](#) or [email](#).

Our commitment to transparency and accountability

We aim to be open and accountable by:

- Publishing information about our policies, processes, and decisions.
- Sharing the outcomes of investigations where appropriate.
- Providing updates on our performance and service delivery.

We are committed to working together with advice seekers, regulated advisers and organisations, and other stakeholders to create a fair, supportive, and transparent immigration advice system.