

Visa and Immigration Services Capital – Complaints Procedure

This document explains how Visa and Immigration Services Capital (VISC) will accept, record, investigate and resolve complaints made about its services.

Standards of Service

VISC 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

VISC 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 Mohammed Ali, who is the Head of Advice and owner of VISC. Please confirm the outcome you are seeking for your complaint and/or to resolve your matter.

Mohammed Ali can be contacted on +44 (0)7827 889288 or info@viscapital.co.uk.

Mohammed Ali is responsible for handling complaints in relation to immigration advice and services provided by VISC.

What Happens Next

- Mohammed Ali will acknowledge your complaint within (10 working days) of receiving it.
- VISC will investigate and provide you with a response to your complaint within 28 working days of our receipt of your complaint. If we have to change the time-scale for any reason, we will let you know and explain why.

VISC 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 VISC's response to your complaint.

Investigation

Your complaint will be investigated in the following way:

1. Mohammed Ali will look into your case including the information provided in the complaint and any other relevant material (such as the contents of your case file). Mohammed Ali might get in touch with you for further information if and when it is required.

2. Mohammed Ali 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.
3. If you consider taking legal action against VISC, we confirm we have Professional Indemnity Insurance to meet any relevant claims.
4. Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to VISC, 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: 0345 000 0046

Email: info@oisc.gov.uk

Website: www.oisc.gov.uk