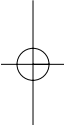
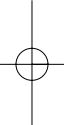
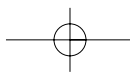


9 Telephone number of the adviser or solicitor, or the telephone number of their organisation

10 Date of your first contact with the adviser or solicitor

11 Please give full details of your complaint, including dates where possible (continue on separate sheet of paper if necessary).



We will consider all complaints made to us. However, your case may be affected if we cannot tell people your name, or the name of the person you are complaining for.

I give the OISC permission to tell people my name and/or the name of the person I am complaining for if necessary. (Please tick box.)

12 Signed

13 Date

14 How did you hear about the OISC? (For internal monitoring purposes only.)

tear here

Immigration Services Commissioner's complaints scheme

Complaints form

The Office of the Immigration Services Commissioner (OISC) makes sure that immigration advisers have the skills and knowledge to provide immigration advice and that they act in the interest of advice-seekers. We do this by keeping a list of approved advisers and checking that they always give good advice. We also deal with complaints about any adviser – even if they are not on our list. We are an independent organisation.



OFFICE OF THE
IMMIGRATION SERVICES
COMMISSIONER

Who you can complain about

If you think your immigration adviser or solicitor has treated you badly or has given you poor advice, you can complain to the OISC. You can complain about any adviser or solicitor – even if you didn't find them through the OISC. We work to make sure that all advisers give good advice, and we take all complaints seriously.

What you can complain about

You can complain about any immigration problem you have had with your immigration adviser or solicitor, including:

- poor advice and/or service
- not taking proper instructions
- making false claims of success
- charging unreasonable rates and/or charging for work not done
- asking you to make false or misleading statements
- missing deadlines or failing to appear in court.

We can use an interpreter to get the details of your complaint if you would like us to.

What we will do with your complaint

We will look at your complaint and decide what action we need to take, if any. If your adviser is acting against the law we might be able to stop them working. If your complaint is about a solicitor or barrister we may pass the complaint to the correct legal body.

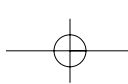
What we can't help with

- Speeding up your immigration application.
- A complaint that is already the subject of ongoing legal action.
- A complaint against a person who holds an office under the Crown while they are working in that capacity.
- A complaint about a matter that happened more than six months ago (this is discretionary).

How to make a complaint

You can make a complaint by filling in this complaints form and returning it to us at: Office of the Immigration Services Commissioner, Complaints Team, 5th Floor, 53 Tooley Street, London SE1 2QN.

We will then acknowledge and consider all complaints made to us.



Complaints form



OFFICE OF THE
IMMIGRATION SERVICES
COMMISSIONER

If you wish to complain about an immigration adviser or solicitor, please fill in this form and return it to us at:
Office of the Immigration Services Commissioner, Complaints Team, 5th Floor,
53 Tooley Street, London SE1 2QN.

If you would like help with this form, please call our helpline on 0845 000 0046.
Calls will be charged at local rate.

Copies of any relevant documents should be included with your complaints form, where possible.

1 Your full name

2 Your address

3 Your telephone number

4 Your e-mail address

5 Are you making the complaint for another person?

Yes No

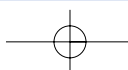
If no, go to question 6

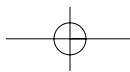
If yes, please tell us:

a) the name of the person you are complaining for

tear here

3





b) the address of the person you are complaining for

c) the telephone number of the person you are complaining for

d) the e-mail address of the person you are complaining for

e) your relationship to the person you are complaining for

6 Name of the adviser or solicitor you wish to complain about

7 Name of the organisation the adviser or solicitor works for (where appropriate)

8 Address of the adviser or solicitor, or the address of their organisation

