

Please find my complaints policy and procedure below:

COMPLAINTS

We are dedicated to providing high-quality legal advice and exceptional client care. If something doesn't meet your expectations, please let us know. Your feedback is essential for us to uphold and enhance our standards. If you have any concerns about our service, feel free to reach out by calling 0203 442 0240, emailing info@ukvisasupport.org, or sending a letter to: Complaints, UK Visa and Immigration Support Ltd, 37 Green Street, London E7 8DA.

Our complaints procedure

If you have a complaint, please provide us with the details. Should any adjustments to the timelines outlined below be necessary, we will keep you informed.

What will happen next?

1. We will send you a letter acknowledging your complaint within three working days of receiving it.
2. We will record your complaint in our central register and open a dedicated file for it. Following an investigation, we will respond to you within seven working days of receiving your complaint. Our goal is to fully resolve complaints within ten working days.
3. Your complaint will be investigated in the following way:

We will consider the information provided in the complaint and any other relevant material (such as the contents of your case file).

We 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.

If you consider taking legal action against **UK VISA AND IMMIGRATION SUPPORT LTD**, I confirm we have Professional Indemnity Insurance to meet any relevant claims.

4. If you are not satisfied with my response to your complaint, or if you prefer not to address your complaint directly with UK Visa and Immigration Support Ltd, you may choose to contact the Office of the Immigration Services Commissioner (OISC) at any time.

The OISC can be contacted at:

Office of the Immigration Services Commissioner
Complaints Team
21 Bloomsbury Street
London
WC1B 3HF

Tel: 0345 000 0046

Email: info@oisc.gov.uk

Yours sincerely

UK VISA AND IMMIGRATION SUPPORT LTD