

## **How to complain about an immigration adviser: model letter**

Your name

Address

Post Code

Date

Name of the Adviser

Name of the Organisation

Address of the Organisation

Post Code

Dear X,

**Re: Complaint about Immigration Advice and Services provided by (name of the Adviser)**

I would like to make a formal complaint about the immigration advice and/or services provided to [me/or name of other person) by (*name of the Adviser*).

In the next paragraph or paragraphs you should state the main reason or reasons why you are unhappy with the advice or service you received or why you are unhappy with the adviser.

You should continue by giving full details of your complaint. You should start by confirming what you asked the adviser to do and what they agreed to do in accordance with the Client Care Letter you received. You should then describe who did what and when, including names and dates where applicable. You might want to include details about your immigration history and your current immigration status, such as when your leave to remain in the United Kingdom is due to expire. If relevant, you should include the amount of money you agreed to pay your adviser and how much of that money has been paid already.

You should explain what you feel has not been done or done unsatisfactorily by your adviser and the impact this has had on you and others such as financial hardship or additional expenses.

Towards the end of your letter you should explain what you want done to resolve the matter. This may be for example one or more of the following or some other remedy - a change of adviser, a written apology, or a request for your adviser to carry out further work on your behalf correcting the matter free of charge and/or a refund for the fees you have paid.

At the end of the letter you should ask the organisation/adviser to acknowledge receipt of your letter and ask them to address your concerns using their OISC authorised complaints procedure.