



**Address:** 56 Maguire drive, Ham, Richmond, London, TW10 7XY, The UK

**Phone:** +44 (0) 7425 593 344 - +44 (0) 7427 907 883

**Email:** [info@adviselegal.com](mailto:info@adviselegal.com) **web:** [www.adviselegal.com](http://www.adviselegal.com)

## **Complaints Procedure**

This document explains how Advise Legal Consultancy (Advise Legal Consultancy Ltd) will accept, record, investigate and resolve complaints made about its services.

### **Standards of Service**

Advise Legal Consultancy (Advise Legal Consultancy Ltd) aims 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**

Advise Legal Consultancy (Advise Legal Consultancy Ltd) 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 Mr Bulent Bahcetepe, who is the Head of Advise Legal Consultancy (Advise Legal Consultancy Ltd).

Mr Bulent Bahcetepe can be contacted at 56 Maguire Drive, Ham, Richmond TW10 7XY, +44 (0) 7425 593 344 or [info@adviselegal.com](mailto:info@adviselegal.com).

Mr Bulent Bahcetepe is responsible for handling complaints in relation to immigration advice and services provided by Advise Legal Consultancy (Advise Legal Consultancy Ltd).

### **What Happens Next**

Mr Bulent Bahcetepe will acknowledge your complaint within (7 days) of receiving it.

Advise Legal Consultancy (Advise Legal Consultancy Ltd) will investigate and provide you with a response to your complaint within 10 working days of our receipt of your complaint. If we OISC Model Documents have to change the time-scale for any reason, we will let you know and explain why.

Advise Legal Consultancy (Advise Legal Consultancy Ltd) 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 Advise Legal Consultancy (Advise Legal Consultancy Ltd)'s response to your complaint.



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## **Investigation**

Your complaint will be investigated in the following way:

1. Mr Bulent Bahcetepe will ask the Advise Legal Consultancy (Advise Legal Consultancy Ltd) adviser working on your case to provide their response to your complaint.
2. Mr Bulent Bahcetepe will consider the adviser's response, the information provided in the complaint and any other relevant material (such as the contents of your case file).
3. Mr Bulent Bahcetepe 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.
4. If you consider taking legal action against Advise Legal Consultancy (Advise Legal Consultancy Ltd), we confirm we have Professional Indemnity Insurance to meet any relevant claims.
5. Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to Advise Legal Consultancy (Advise Legal Consultancy Ltd), 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 5 th Floor,

21 Bloomsbury Street,

London

WC1B 3HF

Telephone: +44 (0) 0345 000 0046

Email: [info@oisc.gov.uk](mailto:info@oisc.gov.uk)

Website: [www.oisc.gov.uk](http://www.oisc.gov.uk)