



Immigration Service Complaints Procedure

Complaints Procedure – Citizens Advice 1066

This document explains how Citizens Advice 1066 will accept, record, investigate, and resolve complaints made about its services.

Standards of Service

Citizens Advice 1066 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

Citizens Advice 1066 will always provide you with an opportunity to tell us about 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 already spoken to your adviser or prefer not 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 the Operations Manager, who is responsible for handling complaints in relation to immigration advice and services provided by Citizens Advice 1066.

The Operations Manager can be contacted at:

Address: The Magnet Centre, 1 Christ Church Courtyard London Road, St Leonards-on-Sea, East Sussex, TN37 6GL

Telephone: 01424 721420

Email: info@citizensadvice1066.co.uk

What Happens Next

- The Operations Manager will acknowledge your complaint within **5 days** of receiving it.
- Citizens Advice 1066 will investigate and provide you with a response to your complaint within **28 working days** of our receipt of your complaint. If we need to change the timescale for any reason, we will inform you and explain why.

Citizens Advice 1066 will keep details of your complaint in a central register. A separate section will also be created in your case file to record details of the complaint, the investigation, and our response.

Reception Tel: 01424 721420 General Advice Tel: 01424 869352

National Adviceline Tel: 0800 144 8848

Our website: www.citizensadvice1066.co.uk

**The Magnet Centre, 1 Christ Church Courtyard
London Road, St Leonards-on-Sea, East Sussex, TN37 6GL
40 St Leonards Road, Bexhill on Sea, TN40 1JB**



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Investigation Process

Your complaint will be investigated as follows:

1. The Operations Manager will ask the adviser handling your case to provide their response to your complaint.
2. The Operations Manager will review the adviser's response, the information provided in the complaint, and any other relevant material, such as your case file.
3. The Operations Manager will then prepare a response that will be shared with you. This response will detail the findings of the investigation and any proposed resolutions.
4. If you consider taking legal action against Citizens Advice 1066, we confirm we have Professional Indemnity Insurance to meet any relevant claims.

Additional Provisions

- If your complaint is found to be substantiated, Citizens Advice 1066 will take appropriate remedial action to resolve the issue and prevent similar problems in the future.
- If it becomes clear that you and your adviser cannot continue working together, Citizens Advice 1066 will close the matter as quickly as possible and, if appropriate, refer you to another adviser or service.
- After the complaint investigation concludes, we will evaluate the issues raised and implement measures to ensure they are not repeated.

Escalation to IAA

If you are not satisfied with our response or prefer to bypass our internal procedure, you can escalate your complaint directly to the **Immigration Advice Authority (IAA)**.

IAA Contact Details:

Immigration Advice Authority
PO Box 567
Dartford
DA1 9XW

info@immigrationadviceauthority.gov.uk

Website: <https://portal.oisc.gov.uk/s/>

Reception Tel: 01424 721420 General Advice Tel: 01424 869352

National Adviceline Tel: 0800 144 8848

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