

## NAZ IMMIGRATION LTD

### COMPLAINTS HANDLING POLICY

#### **Complaints Policy**

Naz Immigration Ltd value your business with us and hope there is no reason(s) as to why you should be unhappy with us or the services we offer. We are confident in providing High quality services. It is therefore important that you raise any concerns you may have with us immediately so that we are able to address them as soon as we can. This will help us in return to improve our service standards and keep our clients pleased and content continually.

#### **How to make a complaint**

If you are dissatisfied with the service received or if you are dissatisfied with regards to a charge on a bill received, you are entitled to make a complain to the OISC at any time. The details of the address given below.

Alternatively, you can contact Mr Mohammed Nazrul Haque, Our Complaints handling Person. His email address is as follows, [info@nazimmigration.com](mailto:info@nazimmigration.com). If the complaint is in connection with Mr Haque or he does not resolve the complaint to your satisfaction, we will delegate the handling of your complaint to an independent complaint's handler for investigation. You would be required to set out, as clearly as you can, the nature of your complaint or concern and how it has arisen. Please also ensure that your letter states the identity of the person who dealt with your matter and your file reference number.

#### **What happens next?**

Within five working days of receipt of your complaint, we will record your complaint in our central database and open a file for your complaint. We will then send you a letter of acknowledgment and ask you to confirm or explain any details which are unclear to us (if any). If you have asked for further details, we will acknowledge those within three working days of receipt and confirm what will happen next.

#### **Our Investigation Process**

Within seven working days of receiving your complaint (or the further details requested) we will then ask the member of staff who acted for you to comment and we will review your file. Within ten working days of receiving your complaint (or the further details requested) Mr Haque will write to you with our view of the complaint, and the process of which we can attempt resolve it. Mr Haque may invite you to a meeting, and also write to you within two working days of the meeting to confirm what took place and any solutions agreed with you.

If you are still unsatisfied, you can write to us again. We will review our decision and invite you to meet an Independent complaints handler to review the complaint and make recommendations, if any. This will be done within Fourteen days. In all but exceptional circumstances, we will act upon the advice given by the independent complaint's handler. We will then write to you confirming our final position on your complaint and explain our reasons. If you are still not satisfied, the next step for you, is to Contact the OISC (Office of the Immigration Service Commissioner) by the following methods:

Telephone: 0345 000 0046

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

Post: The Complaints Team  
Office of the Immigration Services Commissioner  
5thFloor  
21 Bloomsbury Street  
London  
WC1B 3HF

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

You must contact the OISC within six months of our last written response.

If we have to change any of the timescales above, we will let you know and explain why.

We hope we can resolve any issues or complaints to the best of our ability, by means of the most efficient and effective way possible. We aim to provide the highest standards of services and therefore would like you to initially contact us directly if you feel there are any issues with our services or complaints towards any of our staff members.