



NO GOING BACK – COMPLAINTS PROCEDURE

This document explains how No Going Back will accept, record, investigate, and resolve complaints made about its services.

Standards of Service

No Going Back 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

No Going Back 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 Stuart Hanson, who is the Head of Practice at No Going Back.

Stuart Hanson can be contacted in the following ways listed below. Stuart is responsible for handling complaints in relation to immigration advice and services provided by No Going Back.

Stuart Hanson (Head of Practice)

No Going Back

64 Hall Lane

Leeds

LS12 2LH

Tel: 07748966211

Email: stuart@nogoingback.org.uk

What happens next

Stuart Hanson will acknowledge your complaint within 2 working days of receiving it. No Going Back will investigate and provide you with a response to your complaint within 10 working days of our receipt of your complaint. If we have to change the time scale for any reason, we will let you know and explain why.

No Going Back 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 No Going Back's response to your complaint.

Investigation

Your complaint will be investigated in the following way:

1. Stuart Hanson 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.
2. If you consider taking legal action against No Going Back, we confirm we have Professional Indemnity Insurance to meet any relevant claims.
3. Please note that if you are not satisfied with our response to your complaint, or if you do not wish to complain directly to No Going Back, 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

5th Floor

21 Bloomsbury Street

London

WC1B 3HF

Telephone: 0345 000 0046

Email: info@oisc.gov.uk

Website: www.oisc.gov.uk