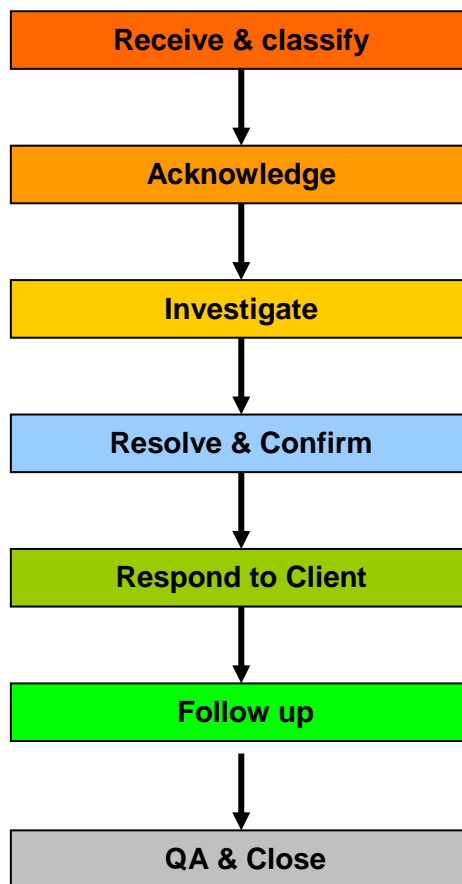


Complaint Handling Procedure

The following key steps will be followed for all Client complaints received by Migration Experts staff:



1 Receive & classify

Summary

We ensure that all potential issues are captured by the organisation, and classified for escalation, review and action as required.

- Any complaint, issue or negative Client interaction (whether this is formally logged by the Client or not), must be logged and classified for action.
- Discretion and flexibility should be exercised in prioritising all complaints
- The staff member logging the complaint should review the complaint and its priority with the Office Manager before proceeding to the next step.
- Office Managers will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.

2 Acknowledge

Summary

We will ensure that every complaint receives a formal written acknowledgement, containing an expectation of when client will receive a response, and the person dealing with it.

3 Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

- All areas of interaction and communication should be established (who, what, where, when, why etc) and documented where possible.

4 Resolve & Confirm

Summary

We will ensure that the final resolution is clear and fair. Also confirm the proposed action and resolution with Licensed Immigration Adviser.

- We will ensure that the proposed resolution meets Immigration Advisers Licensing Act 2007 guidelines.

5 Respond to Client

Summary

We must provide the Client with the resolution within the timescales promised.

- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the Client- within the agreed timescales.
- If this cannot be done on time the Client should be contacted by telephone or email to request further time.

6 Follow up

Summary

Ensure that complaints are followed up to confirm that Clients are satisfied with the response given.

QA & Close

Summary

Ensure that the organisation is aware of complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

