



RIS Immigration Services Ltd

Add: Southpoint, Old Brighton Road, Lowfield Heath, Crawley, England, RH11 0PR

Email: risimmigrationservices@gmail.com

Phone Number: 07448982943 / 01293223416

Client Care Letter

Our Ref: [XXXXXX]

Dear [Client's Full Name],

Thank you for instructing **RIS Immigration Services Ltd**. We are authorised and regulated by the **Immigration Advice Authority (IAA)**, formerly known as the Office of the Immigration Services Commissioner (OISC).

We are authorised to provide immigration advice and services at **Level 1** in the categories of **Immigration and Asylum and Protection**. Our registration number is [NXXXXXX].

Instructions Received from you

I write further to our discussion on **[Insert Date]**, when you instructed me to act for you in connection with **[e.g. a Spouse Visa Extension / Further Leave to Remain / Asylum Claim etc.]** and I confirmed that based on the information you gave me, my advice is **[summarise legal advice]**.

We believe the merits of your case are **[e.g. reasonable / good / complex but arguable / weak]** and agreed to **[agreed plan of action – e.g. submit an application to the Home Office, obtain further evidence, etc.]**.

Your instructions are that **[e.g. you wish to remain in the UK with your partner and children / you want to appeal the Home Office decision, etc.]** and you agreed to **[e.g. cooperate fully with the case, provide all necessary documents, etc.]** and the key date(s) in your case is/are: **[Insert deadline or hearing date]**. / There are currently no key dates in your case.

How We Work

One of the purposes of this letter is to explain how we operate and what you can expect from us.

I, **Waleed Ahmed**, will be responsible for conducting your case. You can contact me directly via **above mentioned email and mobile no.** Whenever possible, I will also be available to advise and assist you personally.

We will keep you regularly informed about the progress of your case and promptly notify you of any significant developments. While we aim to respond quickly to all correspondence and calls, please understand that at peak times responses may take longer. If you wish to meet with an adviser, we ask that you call in advance to book an appointment to avoid delays.



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We will treat all original documents you provide (e.g., passports, BRPs, certificates) with the utmost care. These will be returned to you as soon as they are no longer required or once we receive them back from the Home Office.

Professional Fees

As discussed, we have agreed a **fixed professional fee of £[Insert Amount]** to act on your behalf in relation to your immigration matter. This includes:

- Your initial consultation,
- Gathering and reviewing supporting evidence,
- Preparing and submitting the application,
- Making representations to the Home Office,
- Informing you of updates as they arise.

This amount **[includes / excludes] VAT**.

Please note: You will be responsible for paying all **Home Office fees, translation/interpretation costs**, and any other **third-party disbursements** not covered in our fixed fee.

If you are on a low income or receiving benefits, you may qualify for **Legal Aid**, depending on your case type. Our organisation **[does / does not]** provide services under Legal Aid. If you are likely to qualify, we will inform you and signpost you appropriately.

Office Opening Hours

Our office is open **Monday to Friday, from 9:30 am to 5:30PM**. We are closed on weekends and public holidays.

Your Case File

As required by the Immigration Advice Authority, we will retain a copy of your case file for **6 years** following the closure of your case. After this period, the file may be securely destroyed unless you request to collect it.

Professional Indemnity Insurance (PII)

We maintain **Professional Indemnity Insurance (PII)** in accordance with the IAA's requirements. This insurance covers any compensation or legal costs arising from professional negligence, misrepresentation, or inaccurate advice which may cause loss or harm to you.

Complaints Procedure

If at any point you have concerns regarding the conduct of your case, you are encouraged to raise them with me directly, preferably in writing. We have a formal complaints procedure which can be provided to you on request.

If you are dissatisfied with our response or wish to pursue your complaint externally, you may contact the Immigration Advice Authority at:



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Immigration Advice Authority

P.O. BOX 567

Dartford

DA1 9XW

Email: info@immigrationadviceauthority.gov.uk

Website: www.immigrationadviceauthority.gov.uk

The IAA may also review your case file as part of their regulatory oversight.

Thank you once again for choosing us to support your immigration matter.

Yours sincerely,

Waleed Ahmed (Advisor) / Muhammad Saire Ayub (Director)

RIS Immigration Services Ltd

Please sign and date this letter to confirm that you understand and agree to the contents.

Client Signature: _____

Date: _____



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