




RIS Immigration Services Ltd

Southpoint, Old Brighton Road

Lowfield Heath, Crawley

RH11 0PR

 risimmigrationservices@gmail.com

 01293 223416

Complaint Handling Procedure

Our Ref: [XXXXXX]

Dear [Client's Name],

At **RIS Immigration Services Ltd**, we are committed to providing high-quality immigration advice and services in line with the regulations set out by the **Immigration Advice Authority (IAA)**.

We recognise that, on occasion, things may not go as expected. If you are dissatisfied with any aspect of our service, we encourage you to let us know as soon as possible so we can resolve the matter promptly, fairly, and transparently.

1. Raising Your Concern

If you are unhappy with our service or feel we have not met the standards expected, we encourage you to raise the issue directly with the adviser handling your case. This can be done by:

- Speaking with your adviser in person or by phone on **01293 223416**
- Emailing us at **risimmigrationservices@gmail.com**
- Writing to us at the above address, marking the envelope **“Private and Confidential – Complaint”**

We aim to acknowledge all complaints within **3 working days** of receipt.

2. Internal Investigation

Your complaint will be reviewed by a **Manager or Director** not previously involved in your case. They will examine your file, discuss the matter with any involved staff, and contact you if further clarification is needed.

We aim to provide a full written response within **10 working days** of acknowledging your complaint. If the investigation requires more time, we will notify you and provide an expected completion date.

3. Possible Outcomes

Following our investigation, we may:

- Provide an explanation or clarification
- Offer a formal apology



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- Take steps to put matters right
- Explain changes made to prevent similar issues

We will also inform you of any further steps you may take if you remain dissatisfied.

4. Escalating Your Complaint

If you are not satisfied with the outcome of our internal process, you may escalate your complaint to the **Immigration Advice Authority (IAA)**, the regulatory body overseeing immigration advice providers.


IAA Contact Details:

Immigration Advice Authority

P.O. BOX 567

Dartford

DA1 9XW

 info@immigrationadviceauthority.gov.uk

 www.immigrationadviceauthority.gov.uk

The IAA may review your file and assess whether we have handled your complaint appropriately and in compliance with regulatory standards.

5. Confidentiality

Please be assured that all complaints are handled with strict confidentiality and in line with data protection laws. Making a complaint will not affect the level of service you receive from us in your current or future matters.

6. Record Keeping

In compliance with the IAA's requirements, a record of all complaints received will be maintained securely for at least **6 years**, including all correspondence and actions taken.

Thank you for your trust in RIS Immigration Services Ltd. We are committed to improving our services and value your feedback as a way to grow and better serve our clients.

If you have any questions about this procedure, please do not hesitate to contact us.

Yours sincerely,

Muhammad Saire Ayub
RIS Immigration Services Ltd



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