

## COMPLAINTS AGAINST THE OISC - procedures

### Introduction

This leaflet explains how to complain about the service provided by the Office of the Immigration Services Commissioner (OISC). It also explains how you can make comments and suggestions about our service, which will help us continually to improve our service to our customers. This leaflet is only a guide, but it answers the questions people are most likely to ask.

### What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint might be about delays, discourtesy or mistakes, or you might find our application process difficult to understand. We are committed to equal opportunities and take complaints about discrimination seriously.

Inevitably, many organisations are disappointed because we have rejected their applications for registration or exemption. Please do not use this process to complain about such matters. The complaints procedure is not an appeals system against properly reached decisions on registration or exemption.

### When should I complain?

You should first try to sort out any problem by speaking to the person who initially dealt with you, possibly your Caseworker. If they cannot help or you wish to talk to someone else, you can ask for the person in charge of the team you dealt with. If this is not possible, or if you are not satisfied with the help provided by the person in charge, please read the next section.

### How to make a formal complaint

You can complain in writing, either by letter or by completing the form at the back of this leaflet. You can also complain by telephoning or e-mailing the Head of Human Resources (see details at the end of this leaflet). If you prefer, you can make a tape and send it to us. If you complain by e-mail, please include your full name and address. We will take every complaint seriously, and we will treat everyone who complains with courtesy and respect.

## **What will happen to my complaint?**

Your complaint will be acknowledged within five working days. In most cases, you will receive a full written reply to your complaint within 8 weeks. If we cannot give a full reply in this time, we will write to tell you why and let you know what we are doing to deal with your complaint.

If the complaint is complex, we aim to let you have a full reply within 12 weeks.

## **What happens if my complaint is upheld?**

If any part of your complaint is upheld, OISC will apologise and try to improve the service - for example, by reviewing procedures or arranging for staff training.

## **What if I am not happy with the reply?**

If you are not satisfied with our reply to your complaint, you can ask the Deputy Commissioner to review it. The Deputy Commissioner in doing so will consider all the evidence/information relating to the complaint that was available to the original decision maker, usually the OISC's Head of Human Resources.. The Deputy Commissioner's review will not be a fresh investigation. The Deputy Commissioner will provide you with a full written reply within 4 weeks.

If you are still unhappy following the Deputy Commissioner's reconsideration, you can make a written request that the Immigration Services Commissioner reconsider the Deputy Commissioner's response. In so doing, the Commissioner will re-examine all the evidence/information that was considered by the Deputy Commissioner. The Commissioner's review will not be a fresh investigation of the matter. The Commissioner will provide you with a full written reply within 4 weeks.

If you remain dissatisfied, you can ask your Member of Parliament to raise your concern with the Parliamentary Commissioner for Administration (The Ombudsman). The Parliamentary Commissioner only deals with cases of mal-administration.

## **Can I comment on OISC's service, even if I do not have a complaint?**

We welcome constructive comments and suggestions regarding our service. They help us to monitor and improve our service. Please write to the Head of Human Resources or use the comments form on the OISC's website: [www.oisc.gov.uk](http://www.oisc.gov.uk)

## How to contact us

Your complaint or suggestion about our service or the conduct of OISC staff should be sent in writing to:

Head of Human Resources  
Office of the Immigration Services Commissioner  
5th Floor, Counting House, 53 Tooley Street, London SE1 2QN

Or via email to: [hr.manager@oisc.gov.uk](mailto:hr.manager@oisc.gov.uk)

Or by fax: 020 7211 1532

If you wish to phone OISC with enquiries other than complaints, please call the number below.

General enquiries	0845 000 0046
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## ***Complaints Form***

You can use this form to make your complaint – but, if you prefer, you can write a letter, phone, visit us, or send us a tape.

Date

Name (including your organisation where appropriate)

Address (including postcode)

Contact telephone number

Email address

Reference number of application (if appropriate)

Has your organisation applied for an application for registration/ exemption from us? (please tick box)

Yes

No

Use this space to tell us about your complaint, clearly outlining:

1. Why you are not satisfied
2. What you want us to do to put things right

If you need more space, use another piece of paper, but please make sure you write your name and address on each sheet.

Who did you deal with from the OISC?

Have you tried to resolve your complaint by contacting us before? (please tick box)

Yes

No

If "yes", when?

How?

Can you suggest improvements in our methods, which might overcome the problem(s) you have identified?

Please return this form to:

Head of Human Resources  
The Office of the Immigration Services Commissioner  
5<sup>th</sup> Floor Counting House 53 Tooley Street London SE1 2QN