

Jay Immigration Lawyers Ltd - Complaints Procedure

This document explains how Jay Immigration Lawyers Ltd will accept, record, investigate and resolve complaints made about its services.

Standards of Service

Jay Immigration Lawyers Ltd 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

Jay Immigration Lawyers Ltd 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 him, you may wish to make a formal complaint. You can make your complaint either verbally or in writing to Yogarajah Jayakanth, who is the Authorised Adviser and Director of Jay Immigration Lawyers Ltd.

Yogarajah Jayakanth can be contacted at 299 Hook Rise South, Surbiton, KT6 7LS, 07968673738 and jayimmigrationlawyers@gmail.com. Yogarajah Jayakanth is responsible for handling complaints in relation to immigration advice and services provided by Jay Immigration Lawyers Ltd.

If you do not wish to talk with your immigration advisor or do not want to make a formal complaint to the Jay Immigration Lawyers Ltd, you can contact Immigration Advice Authority (IAA) at any time

What Happens Next

- Yogarajah Jayakanth will acknowledge your complaint within 14 days of receiving it.
- Jay Immigration Lawyers Ltd will investigate and provide you with a response to your complaint within 28 days of our receipt of your complaint. If Jay Immigration Lawyers Ltd have to change the timescale for any reason, Jay Immigration Lawyers Ltd will let you know and explain why.

Jay Immigration Lawyers Ltd will keep details of your complaint in a central register. The firm will also create a separate file or section in your case file in order to record details of the complaint, our investigation and Jay Immigration Lawyers Ltd's response to your complaint.

Investigation

Your complaint will be investigated in the following way:

1. On behalf of Jay Immigration Lawyers Ltd, Yogarajah Jayakanth will 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 Jay Immigration Lawyers Ltd, the firm confirm that we have Professional Indemnity Insurance to meet any relevant claims.
3. Please note that if you are not satisfied with Yogarajah Jayakanth's response to your complaint or if you do not wish to complain direct to Jay Immigration Lawyers Ltd, you may at any time complain directly to the Immigration Advice Authority (IAA).

How to complain about an adviser regulated by IAA

The easiest way to complain is to:

- download and fill in the [IAA complaint form](#)
- include any documents that are relevant with your complaint
- send the complaints form and documents to info@immigrationadviceauthority.gov.uk or by post to the Complaints Team

Immigration Advice Authority
PO BOX 567
Dartford
Kent
DA1 9XW
United Kingdom

The IAA complaint form is available in different languages and your complaint can be translated if needed.

You can get help from IAA staff to fill in the complaints form, but they cannot write your complaint for you.

Complain to the IAA by letter

You can also make a complaint by sending a letter or email.

You need to provide as much detail as you can about who you are making the complaint against and what the complaint is about.

As a remote organisation, post will take longer to reach IAA than email but IAA can be contacted at:

Immigration Advice Authority
PO Box 567
Dartford
Kent
DA1 9XW
United Kingdom

Email: info@immigrationadviceauthority.gov.uk