

## **International Student Support**

### Immigration Advice Service

## **Complaints Procedure**

### **Our Mission**

Our mission is to provide high quality, free, impartial and confidential immigration information and advice to Imperial College students (including unconditional offer holders) and recent graduates. We advise on Entry Clearance applications by Tier 4 students and their dependants, extensions of Tier 4 student visas, ATAS, Student Visitor Visas, rules on working during study, and options to remain in the UK to work after study. We provide information on inviting relatives to visit, Schengen visas for Europe and US visas. For other areas of immigration advice, it is best to seek external guidance (see below). We will, of course, try to help you to the best of our ability, but are not liable for any errors or inaccuracies. Imperial College staff with employment-related immigration queries should approach their departmental HR contact: [www.imperial.ac.uk/hr](http://www.imperial.ac.uk/hr)

We are normally only able to advise students up to 12 months from their degree award date.

### **The Regulation of Immigration Advice**

The provision of immigration advice is regulated by the Office of the Immigration Services Commissioner (OISC). The OISC sets the principles to which immigration professionals must comply in a Code of Standards and The Commissioner's Rules: <http://oisc.homeoffice.gov.uk/> Higher Education institutions are authorised under a Ministerial Order (Part V of the Immigration and Asylum Act, 1999) to provide immigration advice and services and should adhere to the OISC Code of Standards.

### **Comments, Suggestions and Complaints**

We are committed to providing a high quality service to all our clients. If something goes wrong, please tell us about it so that we can work to improve our standards. We also welcome suggestions for how we might improve and develop the service we provide. We welcome feedback by email, in writing on our Feedback Form, or in person.

If you have a complaint regarding our service, please let us know and we will do our best to resolve the matter swiftly and informally. You can make the complaint in writing directly to the staff member concerned or to the Head of International Student Support.

If you would like to raise the issue at a higher level within College, there is a College Complaints Procedure, outlined at: <http://www3.imperial.ac.uk/secretariat/collegegovernance/provisions/ordinances/e3> When College processes have concluded, and if you are still unsatisfied, you are entitled to contact the Office of the Independent Adjudicator for Higher Education (see [www.oiahe.org.uk](http://www.oiahe.org.uk) ).

If your complaint is specific to a piece of immigration advice you have been given, you can make a complaint to the Office of the Immigration Services Commissioner (OISC: <http://oisc.homeoffice.gov.uk/> ), whether or not you have made a complaint to the College.