

Complaints Procedure:

IRARA Services Ltd aims to provide all of its clients with the highest level of customer service and service delivery. If we fail to do so, you are entitled to inform us in order that we can try to resolve the problem. This will be done as quickly and smoothly as possible.

A 'complaint' is an expression of dissatisfaction made through any channel about the standard of service, actions, or lack of action by IRARA. IRARA treat all complaints seriously, irrespective of what format they are made in.

The complaint can be submitted to any member of staff and the Global Operations Director is ultimately responsible for the coordination of the complaint and any responses made.

Process for complaint handling:

If a client is not happy with any aspect of our service they are encouraged to discuss this directly with their advisor in the first instance. IRARA operate an open and honest environment where everybody should feel free to express any queries. We anticipate that the majority of queries can be resolved in this manner. However, if you feel the query has not been resolved then we ask that a complaint is raised to our Global Operations Director (GOD), Jason Ollivent, ideally in writing, although any format will be accepted. All complaints are then logged via our 'complaints register' (see below) including details of the proposed resolution.

The GOD can be contacted on:

Email: info@irara.org

Tel: 01433 651672

An acknowledgment of the complaint will be issued to the complainant upon receipt in writing and over the phone, if the complainant has provided a contact telephone number. This will be done within 48 hours of complaint submission.

The complaint will be independently investigated by a member of the team and the target for complaint resolution is 14 days from receipt.

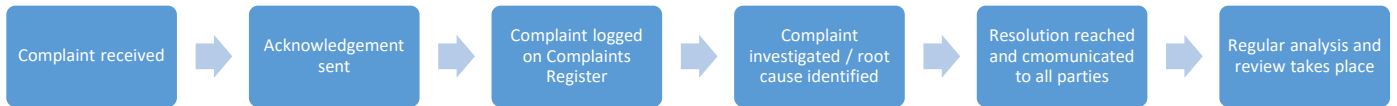
The root cause of the complaint should be identified and as far as possible we will comply with standards described in ISO 9001. Once identified it should be logged on the register and the appropriate remedial action taken – this is also logged in the register.

If it is deemed that a resolution can't be found and the client and advisor cannot work together any more, the client will be referred to another advisor within the organisation.

Quarterly analysis sessions take place to analyse and identify any trends in complaints in order that action can be taken to prevent further occurrences.

A summary of the complaints received should be provided at the regular Service Review Meetings.

Summary of the process:



Serious Complaints:

Serious complaints involving inappropriate behaviour, personal injury, a breach of the law or financial implications will be directed immediately to the Global Operations Director and the Chief Executive for further internal review.

Should the GOD or CE consider the need for an independent mediator this should be referred without delay.

Clients also have the right to raise a complaint with the Office of the Immigration Services Commissioner (OISC) at any time.

The OISC can be contacted at:

Office of the Immigration Services Commissioner
Complaints Team
5th Floor
21 Bloomsbury Street
London
WC1B 3HF

Complaints Register:

Complaint ref	Date complaint raised	Complaint raised by	EPI	Destination country	Account Manager	IRARA ref	Complaint category	Complaint summary	Complaint passed to	Holding response date	Target completion date	Complaint resolution plan summary	Resolution sent date	Root cause of complaint	Action taken to address complainant's root cause	Status
C001											14/01/1900					
C002											14/01/1900					
C003											14/01/1900					
C004											14/01/1900					
C005											14/01/1900					
C006											14/01/1900					
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