

At DirectWay Immigration Limited, we are committed to providing a high quality service to all our clients. If something goes wrong or you are unhappy with the service you receive, we need you to tell us about it. This helps us to improve our standards.

1. How to Make a Complaint:

If you are dissatisfied with any aspect of our service, you can raise your concerns in writing by email or post to:

Mujahid-E-Islam Hamzah Tahir

Director, DirectWay Immigration Limited

[Insert Business Address]

[Insert Email Address]

Please provide as much detail as possible, including your full name, contact details, a description of the issue, and the outcome you would like.

2. What Will Happen Next:

- You will receive an acknowledgement of your complaint within 5 working days.
- Your complaint will be fully investigated by the Director.
- A written response will be sent to you within 10 working days of our acknowledgement. If more time is needed, we will inform you and keep you updated.

3. If You Are Still Not Satisfied:

If you are not satisfied with our response, or if we have not responded within the relevant

timescales, you may complain directly to the Immigration Advice Authority (IAA) at any time, irrespective of whether you have complained to us first.

You can contact the IAA at:

complaints@immigrationadviceauthority.gov.uk

We are regulated by the IAA and bound by their Code of Standards. We are committed to resolving complaints professionally and in good faith.

4. Record Keeping:

All complaints and outcomes will be documented and kept securely in line with our data protection policies. We use complaint data to improve our services.

Thank you for helping us maintain high standards.

Mujahid-E-Islam Hamzah Tahir

Director and Principal Immigration Adviser

DirectWay Immigration Limited