

# OISC to seek views on its Complaints Scheme

The Office of the Immigration Services Commissioner (OISC) has launched a consultation to gain consumer and stakeholder insight on its Complaints Scheme.

Although, there have been no changes to the Commissioner's powers in relation to the complaints process, the Commissioner is seeking views on amendments which we think will help advisers better understand the complaint being put to them and how the OISC will deal with the matter and increase the range of possible outcomes for consumers.

The Complaints Scheme is designed to explain the process by which the OISC will receive and investigate complaints relating to immigration advice by registered organisations.

The OISC seeks to protect consumers by ensuring the continuing fitness and competence of registered advisers and organisations, setting standards for registration and promoting good practice throughout the sector.

Setting and maintaining high professional standards for immigration advisers and firms and ensuring that they are fit and competent plus committed to providing a positive experience for consumer is at the heart of the OISC's work.

Having a robust complaint scheme is a major part of this.

A fundamental review of the Complaints Scheme was last undertaken in 2015 to reflect amendments to the Commissioner's powers implemented by the Immigration Act 2014.

The consultation runs until 22 January 2020.

The consultation can be found [here]  
(<https://www.gov.uk/government/consultations/oisc-complaints-scheme>)