



Complaints Handling Procedure

Adviser: Peter Hawley

Non UK Policy Lead: Peter Hawley

Line Manager: Nicola Thompson

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Head Office address:

Naval Families Federation

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This document explains how the Naval Families Federation will accept, record, investigate and resolve complaints made about its services.

Standards of Service

The Naval Families Federation aims to provide all of 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 that 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

The Naval Families Federation 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 the Non-UK Policy Lead, to see if the matter can be resolved quickly.
- If you have spoken to the Non-UK Policy Lead or if you do not wish to discuss your concerns with them, you may wish to make a formal complaint. You can make your complaint either verbally or in writing to Nicola Thompson, Director of Operations at the telephone number/address above.

What Happens Next

- Nicola Thompson will acknowledge your complaint in writing within 5 working days of receiving it.
- The Naval Families Federation will investigate and provide you with a written response to your complaint within 15 working days of our receipt of your complaint. If we have to change the time-scale for any reason, we will let you know and explain why.

The Naval Families Federation will keep details of your complaint in a central register. We will also create a separate file or section in your case file in order to record details of the complaint, our investigation and the Naval Families Federation response to your complaint.

Investigation

Your complaint will be investigated in the following way:

- Nicola Thompson will ask the Non-UK Policy Lead to provide their response to your complaint.
- Nicola Thompson will consider the adviser's response, the information provided in the complaint and any other relevant material (such as the contents of your case file).

- Nicola Thompson will then 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.

Following the Investigation

- Following the conclusion of the complaint investigation, the problems which the complaint may have identified will be evaluated and the Naval Families Federation will look for ways to ensure they are not repeated.
- If the situation can be resolved, it is expected that you would be able to continue working with the Non-UK Policy Lead. If it cannot be resolved then you will be referred to another adviser from a partner organisation as soon as possible.
- If you consider taking legal action against the Naval Families Federation, we confirm we have Professional Indemnity Insurance to meet any relevant claims.
- Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to the Naval Families Federation, you may at any time complain directly to the Office of the Immigration Services Commissioner (OISC). The OISC is the public body which regulates advisers and audits organisations that provide immigration advice. Complaint forms and details of the complaints scheme are available on their website www.oisc.gov.uk

- **Office of the Immigration Services Commissioner**

Email: complaints@oisc.gov.uk

Telephone: 0207 211 1500

Telephone: 0345 000 0046

[Find out about call charges](#)

- **Office of the Immigration Services Commissioner**

Complaints Team

5th Floor

21 Bloomsbury Street

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