

Complaints and Compliments policy

Disclaimer: This policy is regularly reviewed by the board of New Europeans Association Ltd

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1. Feedback

New Europeans Association Ltd is committed to providing high quality service to its clients and beneficiaries. One of the ways in which we can continue to improve our services is by listening and responding to the views and opinions of our users. This includes welcoming complaints and compliments, which are duly recorded, shared, and are used as a form of feedback on our performance.

This policy is based on the following premises:

- New Europeans Association Ltd aims to get things right first time, but there can be occasions when this does not happen, for various reasons.
- To make a complaint is the right of any client and beneficiary.
- We will ensure that making a complaint is as straight forward as possible.
- A complaint or compliment can be in any format: by email, by letter, by telephone, in person (when permitted and by appointment).
- Any complaints made will be investigated fully. We will reply as soon as possible and no later than 10 working days from when we receive the complaint. If it is not possible to give a full reply within this time, we will provide an interim response, stating what is being done to deal with the complaint and when the full reply will be sent. We will provide a full reply within 20 working days of the date of the interim reply.
- We will provide an explanation, or any action taken because of the complaint, if appropriate, and an apology where we have got things wrong.

2. Client and beneficiary care

All staff, interns and trainees, trustees, and volunteers, acting on behalf or in the name of New Europeans Association Ltd, are expected to provide high quality client and beneficiary care.

The Association's expectations are:

- Initial contact is welcoming and positive, and it is delivered clearly and confidently.
- Listen to the client and tailor responses to individual needs.
- Do not make promises that cannot be kept.
- Provide clear, honest, and concise information.
- Put yourself in the client's and beneficiary's shoes.
- Believe the client and beneficiary.
- Take criticisms and complaints seriously, and act on and learn from them.
- Regularly ask clients and beneficiaries for feedback and use it constructively.
- Involve clients and beneficiaries when making changes to the Association's services.
- Be proactive, do not wait for the complaint.

- Accept responsibility, and say sorry, when we do not live up to expectations.
- Set clear objectives and follow timescales set in this policy.
- The right individual talking to the right person at the right time. For example, a client or beneficiary should not normally expect to be passed on more than once from one New Europeans Association Ltd representative to another. The second person to take the matter on should assume responsibility for that enquiry. Even if the New Europeans Association Ltd representative staff member cannot provide the information that the client and beneficiary needs, they should make it their business to find it and to get back in touch with the person making the enquiry.
- Offer reassurance at critical times.

3. Monitoring

New Europeans Association Ltd will monitor and learn from both complaints and compliments given and use them to improve our services.

Staff will report all feedback by using the relevant internal feedback mechanism within the Association.

4. Office of the Immigration Services Commission (OISC) complaints

Office of the Immigration Services Commission (OISC) regulates immigration advisers, ensuring they are fit, competent and act in their clients' best interests. OISC is an executive non-departmental public body, sponsored by the Home Office.

OISC was set up under the Immigration and Asylum Act 1999. Under this act, the Nationality, Immigration and Asylum Act 2002 and the Immigration Act 2014, OISC has the powers to, amongst others, limit or vary levels of work advisers may undertake, and lay a disciplinary charge against a regulated adviser.

New Europeans Association Ltd is regulated by the OISC (reference number N202000131). Therefore, any client and beneficiary who wishes to make a complaint against the Association for immigration advice should use the official OISC complaint form, electronic copies of which, as well as advice on how to complain, are available on <https://www.gov.uk/government/publications/oiscs-complaints-scheme-complaints-form-english>.

Appendix A - Client and beneficiary feedback information

You can give your feedback in writing, by email, by letter, by telephone or in person (when permitted and by appointment). If you are emailing your complaint and would like a reply by post, please provide a full postal address.

If you know the part of the organisation which is relevant to your complaint, or the name or title of an appropriate member of staff, please make your complaint direct to them.

If you do not have this information, please get in touch with the assigned contact person at:

Ruvi Ziegler
New Europeans Association Ltd
The Davenant Centre
179-181 Whitechapel Road
London E1 1DN
Email: chair@neweuropeans.net

What happens next?

The association replies as soon as possible and no later than 10 working days' time from when the complaint is received. If it is not possible to give a full reply within this time - for instance, because more detailed investigation is required - an interim response will be given, telling what is being done to deal with the complaint, when the full reply can be expected and from whom.

A full reply will be sent within 20 working days of the date of the interim reply. That full reply will include details of who to contact next if the complainant believes that their complaint has not been dealt with properly. This will normally be the relevant manager, or someone designated by them.

If, following that second response, the complainant is still not satisfied, they can ask for their complaint to be referred to the CEO.

The complainant will receive the final response from the CEO, or someone designated by them.