



## Morales Advisory Services Complaint Procedure

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Morales Advisory Services aims to provide all its clients with the highest standards of service and client care. If we fail to provide this, please contact us to resolve any dissatisfaction you may have. We will work with you to try to resolve them satisfactorily.

Should you have a complaint about our services please follow this procedure:

### **How to make a formal complaint?**

You can write to us outlining the details of your complaint to:

- [complaints@morales.uk](mailto:complaints@morales.uk)
- Morales Advisory Services Ltd  
3 Fellow House, 12 Maurice Browne Av, London NW7 1SP

### **What happens after I submit a formal complaint?**

#### **Stage 1: Complaint response times**

We will acknowledge your complaint within 2 working days and issue a full written response within 10 working days. We will keep you informed if there is any delay in responding your complaint.

#### **Stage 2: Complaint investigation**

Your complaint will be investigated by Ms Laura Morales, please feel free to contact her directly by e-mail at: [laura@morales.uk](mailto:laura@morales.uk), or by phone on 0208 969 8994.

Ms Morales will carefully analyse the details of your complaint, study the handling of your file and address any issue in which your file may have been poorly handled.

At this stage we may contact you to request further information in order to analyse your complaint in detail.

We will keep all details of complaint investigations and responses in a separate section of your file for future reference.

#### **Stage 3: Complaint resolution**

We will write to you with a substantive response within 10 working days of receipt of your complaint. We will address any wrong doing our end. In some cases, if we consider being appropriate to award monetary compensation in order to settle the matter satisfactorily we will do so.

### **What happens if you are not happy with our complaint resolution?**

You may, at any time, complain directly to our regulating bodies:

**For Immigration Services:**

The Office of the Immigration Services Commissioner.

By email: [info@oisc.gov.uk](mailto:info@oisc.gov.uk)

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

Online: [www.gov.uk/oisc](http://www.gov.uk/oisc)

If you consider taking legal action against Morales Advisory Services, we confirm we have Professional Indemnity Insurance to meet any relevant claims.

Best Regards,

Laura Morales  
Morales Advisory Services Ltd