

Alexandra Kaleniuk Immigration Consulting

Terms & Conditions

Last Updated: 21 June 2020 by Alexandra Kaleniuk

Alexandra Kaleniuk Immigration Consulting (AKIC) are registered by the Office of the Immigration Services Commissioner (OISC) to provide immigration advice and services at Level 1 in the category of Immigration.

Our OISC registration number is F201800108.

Instructions

Upon registering as a client of AKIC and paying any required and agreed fees and disbursements AKIC will confirm with you in writing your agreed instructions to AKIC to advise, assist and/or act for you and/or any other agreed person in connection with your immigration matter.

Requirements

Any requirements of the UK Immigration Rules or Law that will need to be met by you and/or any other agreed person in connection with your immigration matter will also be confirmed to you in writing upon your registration as a client of AKIC.

Documents required

Any documents and/or forms that you will need to be submitted to the UK Immigration Authorities by you and/or any other agreed person in connection with your immigration matter will also be confirmed to you in writing upon your registration as a client of AKIC.

How we work

The Immigration Consultant advising, assisting and/or acting for you will be Alexandra Kaleniuk, who will be responsible for the conduct of your case. She can be contacted at 3 Brindley Place, Birmingham B1 2JB on 0121 2317145, email: alex@akic.co.uk. Whenever possible, she will also be available to advise and assist you. She will keep you informed of the progress of your case and any developments as and when they arise.

We shall do our best to respond promptly to letters or calls made to our office about your case, but ask you to understand that at busy times an immediate reply is not always possible. In particular, we ask all our clients not to attend our office in person except by prior appointment. If you need to see a member of staff you should telephone first for an appointment as otherwise you may not be seen.

We shall, of course, take great care with any original documents such as passports, which you may give to us for sending to the immigration authorities. These will be returned to you immediately once they are returned to us.

If you are on a low income or receiving welfare benefits, you may qualify for Legal Help under the Community Legal Services Scheme to assist you with your case. Please note that AKIC does not represent clients for free under that scheme. If, therefore, you would prefer to be represented by the Community Legal Services adviser, please let us know immediately and I shall tell you where you can get possible alternative representation.

Professional Fees

AKIC charges a fixed fee depending upon the the level of service required. Upon registering as a client of AKIC we will confirm with you in writing the total fees paid by you and any fees and/or disbursements payable by us on your behalf that remain outstanding and due to be paid by you in connection with your immigration matter.

Please note that if you pay fees in advance of (further) work being completed the fees remain the client's until the client is invoiced and payment is due.

Office Opening times

Please note that our office is open from 9.00am to 5.00pm during weekdays.

Your file

The OISC requires us to keep a copy of your case file for up to 6 years after your case is closed. After that this may be destroyed, unless you make arrangements to collect it from us thereafter. The OISC is the public body which regulates immigration advice and services within the UK. The OISC may review your file as part of their regulatory role.

All data including any digital data in respect of your immigration matter (including any of your personal information data) is maintained in accordance with our Privacy & Data Protection Policy and our statutory duties under the General Data Protection Regulation and requirements of the Information Commissioner's Office (ICO) with whom we are registered.

Our ICO registration number is A8469424.

Complaints procedure

If at any stage you have any concerns regarding the conduct of your case, please raise them with your caseworker, preferably in writing. Please let us know if you would like full details of our full complaints procedure. If we are unable to resolve matters to your satisfaction or you wish to pursue your complaint through other channels, you are entitled to contact the OISC at any time. Their address is:

The Office of the Immigration Services Commissioner
5th Floor,
21 Bloomsbury Street,
London,
WC1B 3HF
Tel: 0345 0000046
Email: complaints@oisc.gov.uk
Website: www.oisc.gov.uk