The team will not advise students who require advice and services relating to asylum, nationality and Domestic Violence or otherwise outside the competence of the advisers but will help you to find a suitably qualified adviser who is able to provide such advice.

The team uses a range of methods to provide advice and guidance including in person appointments, email, telephone and virtually. We will endeavour to respond promptly to emails to our team and students will receive a first response within 5 working days. Please note that during peak periods, it may not be possible to respond immediately to a request for advice.

We may withdraw an adviser from your case if we believe there to be a conflict of interest between you and the adviser. We will withdraw our service where a student displays inappropriate behaviour, e.g. where a student is hostile towards an adviser.

UCL Student Immigration Advice works very closely with UCL Student Immigration Compliance which is re

If you are not able to resolve your concerns with the adviser, you may wish to raise a formal compliant using the <u>UCL Student Complaints Procedure</u>.

If you are not satisfied with the outcome of the complaints procedure above or you do not wish to complain to the University directly, you have the right to make a complaint at any time, directly to OISC using the contact details given below:

Website: <u>https://www.gov.uk/government/publications/oiscs-complaints-scheme-complaints-form-english</u>

https://www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser

We endeavour to provide you with a respectful, professional and confidential service. However should you have any concerns about the advice you have received, please in the first instance address this with your adviser so that matters can be addressed quickly and informally.