

**HOONA**

**CLIENT CARE LETTER - ONLINE**

**IT IS THE SET OF OUR STANDARD CONTRACTUAL TERMS. SOME PARTS ARE SPECIFIC TO THE INSTRUCTION AND WILL BE DECIDED AFTER INITIAL CONSULTATION**

**VER MARCH 2016**

Date: XXXX

Ref: XXXX

**Dear XXXXX,**

Thank you for instructing Hoona. We are a registered by the Office of the Immigration Services Commissioner (OISC). We are authorized to provide immigration advice and services at Level 1 in the categories of Immigration and Asylum. You can find the list of works permitted at level 1 at [www.oisc.homeoffice.gov.uk](http://www.oisc.homeoffice.gov.uk) website. Our registration number is F201200459.

**This instruction will be started after you sign and date it. You will have 10 calendar days from date of this client care letter to return it signed and dated to us otherwise it will be considered withdrawn with no further action or payment unless different deadline is agreed by both parties.**

**Instructions**

After an initial consultation the following points will be determined:

Your required instruction and application

Your current immigration status

Our advice based on your current situation

Details of your application, procedure and handling process

Details of any dependent, anyone who is authorized to act on your behalf and any third party involved

Details of any relevant immigration, financial or personal history

Confirmation that the Hoona retains full responsibility for all work done on behalf of the client.

Any key date which is applicable in your case

**WHO IS DEALING WITH YOUR CASE AND HOW DO WE WORK**

One of the main purposes of this letter is to explain how we operate.

My Name is Houman Farajollahi and I will be handling your case. I am registered with the OISC to provide immigration advice and assistance at Level 1. I can be contacted on 02081447406/07538938026 or email address info@ukstudywork.com. Whenever possible, I shall also be available to advise and assist you. We will keep you informed of the progress of your case and any developments as and when they arise.

We are based at 14 Weston Court, St Neots, PE19 7JX. Our meetings will be held at Central House, 1 Ballards Lane, Finchley, London, N3 1LQ and only with prior appointment. The normal hours of our office are from 9am to 5pm Monday to Friday.

Appointments can be arranged outside these hours when essential for your interest. My emergency number is 07538938026. Please only use in an urgent situation.

Whilst we are representing you, we shall do our best to respond promptly to letters or calls made to our office 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 urgently, it is always best to telephone first, as you may not be seen otherwise.

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.

#### **COST**

This section includes fee section:

How much is the fee

Details of any discount

What this fee includes

Payment terms

For withdrawal please refer to the relevant section.

#### **FREE HELP AND ASSISTANCE**

You should also be aware that Firms such as Citizens Advice Bureau, Charlton Legal Practice and Migrant and Refugees Communities Forum could provide you with advice and representation in immigration matters free of charge. If you wish to consult them, their number can be found in the Local Telephone Directory.

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 my organization does not represent clients free under that scheme. If therefore you would prefer to be represented by the Community Legal Services adviser, please let me know immediately and I shall tell you where you can get possible alternative representation.

#### **OFFICE OPENING TIMES**

The normal hours of our office are from 9am to 5pm Monday to Friday.

Appointments can be arranged outside these hours when essential for your interest. My emergency number is 07538938026. Please only use in an urgent situation.

#### **REPORT ON PROGRESS**

We will update you by telephone or in writing with progress on your matter regularly but at least every six weeks and we will always try to keep you informed of any unexpected delays or changes in the character of the work. You may enquire at any time from me about a progress report.

#### **INSURANCE COVER**

The OISC requires us to have Professional Indemnity Insurance (PPI). The purpose of PPI is to cover any compensation we may need to pay to correct a mistake or cover any legal costs due to negligence, misrepresentation and/or inaccurate advice which may cause, or contribute to, financial or other loss to the client. Our insurer is HISCOX with policy number PL-PSC03001815738/01

#### **TRANSFER OR WITHDRAWAL OF THE CASE**

If you wish to instruct other Firms to deal with your matter or you want to withdraw your case, we will transfer your file to another adviser or to you upon your request. In that case an amount would be calculated based on the work which has been done and an invoice would be issued for that amount. This calculated amount would be transferred to our business account and the remaining (if the calculated amount is less than any previously paid amount) would be refunded to you as the client. If the calculated amount would be more than any advance payment, then you will still be required to pay any amount due over any advanced payment. We may take action in the courts to recover our fees should you refuse to pay the above calculated amount.

Moreover, if for any period of time exceeding 30 calendar days during our instruction, you will not reply to any of our contacts and will not notify us about your decision or course of action, this instruction will be considered as withdrawn and you will owe us a certain amount for the work which has been done which will be calculated at the time of withdrawal.

We will always release your file whether you have paid us or not the above calculated amount. However, we will consider court action and may use services of the regulated Debt Collection Agencies if the above fee is not paid you upon transfer or withdrawal of the case. By signing this letter, you confirm you are aware of these points.

## **DISTANCE SELLING**

If this instruction is signed through online means and not in a face to face meeting, then it will be covered by Distance Selling Regulation 2000. According to the regulations, you will have a 14 calendar days cooling-off period from the date of signing this letter to cancel it.

If you asked us to start the instruction after signing the instruction and then cancel in that 14 days cooling off period, an amount would be calculated based on the work which has been done and an invoice would be issued for that amount. We will consider court action and may use services of the regulated Debt Collection Agencies if the fee is not forthcoming following the successful completion of your application. By signing this letter you confirm you are aware of these points.

If you don't ask us to start immediately, we will start your instruction after this 14 days cooling-off period. This will be decided and agreed before starting the instruction and will be explained clearly in the client care letter.

## **DATA PROTECTION ACT 1998**

Where Hoona receives any personal data (as defined by the Data Protection Act 1998) ("the Act") from you, it shall ensure that it fully complies with the provisions of the Act and only deals with the data to fulfil its obligations under the contract. In fulfilment of its obligations under the Act we have such systems in place to ensure full compliance with the Act.

Hoona shall take all reasonable steps to ensure that all its partners contractors and agents comply with this clause where they are processing any of your personal data on behalf of Hoona. Hoona will allow you reasonable access to such information as is necessary to ensure that it is complying with the above provisions and the Act as a whole.

## **YOUR FILE AND DOCUMENT CUSTODY**

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. We will give you a copy whenever you give us any documents for the purpose of this instruction. These will be returned to you immediately once they are returned to us.

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 maybe destroyed, unless you make arrangements to collect it from us thereafter.

Our confidentiality policy is attached to this client care letter.

## **COMPLAINTS**

If at any stage you have any concerns regarding the conduct of your case, please raise them with me, preferably in writing. Please let me know if you would like full details of our 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



**HOONA**

Regulated by OISC with ref F201200459

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5th Floor  
21 Bloomsbury Street  
London  
WC1B 3HF

Tel: 0345 000 0046

Fax: 020 7211 1553

Email Address: [info@oisc.gov.uk](mailto:info@oisc.gov.uk)

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

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 and whilst checking my competence.

Our complaint policy is attached to this letter.

Thank you for choosing to come with us.

If you have any questions please do not hesitate to let me know and I will be pleased to help.

Kind regards.

Houman Farajollahi

Hoona

Your Name XXXX

Your Signature

Date (please write the date)









