



Baraka Legal Services Ltd – Complaints Handling Procedure

1. Purpose

This procedure outlines how *Baraka Legal Services Ltd* will handle complaints in a fair, transparent, and timely manner, in compliance with Code 3.5 of the Code of Standards 2024.

2. Scope

This procedure applies to all services provided by Baraka Legal Services Ltd and to all clients, prospective clients, and stakeholders.

3. How to Make a Complaint

Complaints can be submitted in any of the following ways:

- In writing: *Baraka Legal Services Ltd*, 80 Halstead street, Leicester, LE5 3RD
- By email: info@baraka.legal
- By telephone: 0116 215 3392
- In person: By appointment only at our office.

4. Information Required

When making a complaint, please provide:

- Your name and contact details
- A clear description of your complaint
- Relevant dates, times, and the names of any staff involved
- Copies of any relevant documents

5. Acknowledgement

We will acknowledge your complaint in writing within 5 working days of receipt.



6. Investigation

- We will investigate your complaint.
- We may contact you to request additional information or clarification.

7. Response Timescales

We aim to provide a full written response within 28 days of receiving your complaint. If the investigation will take longer, we will notify you with an explanation and a revised timescale.

8. Possible Outcomes

Our written response will outline:

- The investigation findings
- Any actions we will take to resolve the matter
- Any changes to our procedures to prevent recurrence

9. Escalation to the Commissioner

Clients may contact and/or escalate a complaint at any time, by contacting the relevant regulatory body:

Immigration Advice Authority Complaints Team

IAA

PO Box 567

Dartford

DA1 9XW

E-mail: complaints@immigrationadviceauthority.gov.uk

You can download the complaint form at:

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



10. Confidentiality

All complaints will be handled in accordance with the Data Protection Act 2018 and GDPR requirements. Information will only be shared with those directly involved in the investigation.

11. Monitoring and Review

We record all complaints and review them annually to identify trends and opportunities for improvement.

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Approved by: Dr Aisha Barbara Farina, Director