



Immigrationappealsuk.com
19 North Terrace, Durham,
DH1 5EF, United Kingdom
T: +44 (0) 7739864487
E:
info@immigrationappealsuk.com
W:
www.immigrationappealsuk.com

CLIENT CARE LETTER

Mr. Test Rupak Paudyal

Dhobadi,
Biruwa 3,
SYANGJA,
Nepal

By email to: enq738@excellenceid.com

10/09/2024

Dear Mr. Test Rupak Paudyal,

Thank you for your instructions. We are delighted to have the opportunity to act for you and trust we can bring your instructions to a satisfactory conclusion.

WHO IS DEALING WITH YOUR CASE?

My name is Rupak Paudyal and I will be handling your case. I am authorised to provide immigration advice and services at **Level 1** in the categories of **Asylum & Protection and Immigration**.

INSTRUCTIONS

tbc tbc

etc

Further documents are requested with this client care letter which can be sent to us either via email or posted at our address below.

I have also advised the application decisions may take longer, and the published guidelines suggest 3 - 6 months and priority application being decided within 6 weeks from overseas and 24 hours upon biometric enrolment in country which attracts additional charges.

I confirm that based on the information you have provided; we believe that you are eligible to apply for **Appendix FM - LTE, Partner/spouse** application and we can bring the application to a satisfactory conclusion.

OPENING TIMES

We are based at, 19 North Terrace, Durham, DH1 5EF, United Kingdom. The normal hours of work are from 10 am to 5 pm Monday to Friday.

Appointments can be arranged outside these hours when essential for your interest.

My emergency number is +44 (0)77 3986 4487. Please only use in an urgent situation.

COST

Our fee for this matter is **GBP 850.00** per applicant.

Our agreed fee for this matter is **GBP 850**.

The invoice is to be paid into our business account below on completion of the application form and prior to the application being sent or in advance to our client account if applicable. An invoice will be raised on completion of the instruction and on receipt of the payment.

Account Name: West London Immigration Services Ltd

Bank Name: Santander Bank PLC

Account Number: 08800390

Sort Code: 09 - 01 - 29

Payment reference: ENQ14

Please note that this **does not** include UKVI Application fee, the postal cost for the return of the documents.

We charge for the work carried out on the case irrespective of the outcome. We do not operate on a "no win no fee basis".

Payment terms:

Payment in full on completion of work prior to the application being sent or as advised by the advisor (instruction will be sent).

FREE HELP AND ASSISTANCE

You should also be aware that firms such as Citizens Advice Bureau and Law Centres 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.

OUTCOME OF THE MATTER

We will try our best to get a favourable outcome on all matters. However, success is not guaranteed, and the outcome is dependent upon the merit of your case. We do not operate on a "no win no fee basis".

REPORT ON PROGRESS (IN COUNTRY)

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.

REPORT ON PROGRESS (OUT OF COUNTRY)

We would expect you to update us by email on receipt of the correspondence or a decision on the application as its usually not communicated to us.

However, if require us to contact the UKVI we will contact them online and there is a fee standard fee of £30 we charge inclusive of the UKVI approved contractor (SITEL UK Ltd) charges of £5.48. We will only offer a telephone contact in an emergency and charges remains £30 plus the telephone charge (£1.37 per minute) paid on your behalf.

Alternatively please visit <https://www.gov.uk/contact-ukvi-inside-outside-uk/y/outside-the-uk/english> and follow the process.

HOW LONG IT TAKE TO RESOLVE THE MATTER

At this stage, I am unable to give you an exact time in which your matter will be concluded. The time taken varies depending upon your case and the complexity of the matter.

You should be aware that the Home Office and High Commissions decide on cases according to their own time scales and we have no control over this.

EQUALITY AND DIVERSITY

We are committed to promoting equality and diversity in all our dealings with clients, third parties and employees. Please contact us if you would like a copy of our equality and diversity policy.

COMPLAINTS

We are committed to high-quality legal advice and client care. When something goes wrong, we need you to tell us about it. This will help us to maintain and improve our standards.

If you are unhappy about any aspect of the service you have received, please contact me on +44 (0) 7739864487 or info@immigrationappealsuk.com or by post to our office at Complaints, Immigrationappealsuk.com, 19 North Terrace, Durham, DH1 5EF, United Kingdom.

OUR COMPLAINTS PROCEDURE

If you have a complaint, please contact us with the details. If we have to change any of the timescales set out below, we will let you know.

What will happen next?

1. Within 2 weeks of receiving your complaint, I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. I may suggest that we meet to clarify any details.
2. I will then record your complaint in our central register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps.
3. I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter.
4. Within two days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you. Inappropriate cases, I could offer an apology, a reduction of any bill or a repayment in relation to any payment received.

Immigrationappealsuk.com intends to resolve any complaint within 6 weeks of receiving it.

Please note that alternatively, you can make yours complain directly to the OISC, who regulate all Immigration Advisors, by completing the OISC complaint's form. This form is available in a range of languages on the website, www.oisc.gov.uk office of any regulated adviser or community advice organisations. You can also make yours complain in writing to the OISC office, 5th Floor, 21 Bloomsbury Street, London WC1B 3HF or by email at info@oisc.gov.uk.

Telephone: 0345 000 0046 Fax: 020 7211 1553 Website: www.oisc.gov.uk

CONFIDENTIALITY

We are under the duty to keep your affairs confidential to our firm and to ensure that our staffs do the same. If we are to release any confidential information which is unauthorised then this can lead to disciplinary action against us. The duty of confidentiality applies to information about your affairs and general information.

It is likely that during the course of the work we undertake certain information may have to be disclosed to the third parties, for example, experts' reports. We will only disclose such information having discussed the matter with you, having obtained your consent to disclose information or where we are under a professional obligation to do so.

INSPECTION OF FILES AND QUALITY STANDARDS

The Office of The Immigration Services Commissioner may need to access your file whilst checking my competence. The OISC does not require permission to inspect my client files. Please be assured that they will maintain your confidentiality at all times.

TRANSFER OF FILE

If you wish to instruct other Firms to deal with your matter, we will transfer your file to another adviser, but you will still pay our fees. We will always release your file whether you have paid us or not. We may take action in the county

courts to recover our fees should you refuse to pay.

INSURANCE COVER

We maintain Professional Indemnity Insurance.

PAPERS HELD BY US AND DOCUMENT CUSTODY

On completion of matters, I will return your original documents to you unless otherwise agreed with you. We will undertake to retain files for at least six years in line with Commissioners Code of Standards. We reserve the right to destroy the files without further reference to you after retaining the files for the period stated above.

ACTION BY YOURSELF

To enable us to provide you with an efficient service, you are committing yourself to ensure that:

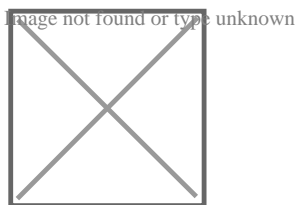
- You always keep us updated whenever any of your contact details change. We need to be able to contact you when necessary.
- You will provide us with clear, timely and accurate instructions.
- You will provide all documentation required to complete the transaction in a timely manner.
- You will safeguard and provide any documents which are likely to be required for the matter.

Please sign and date one copy of this client care letter in the space provided below and return to us either by post, email or in-person.

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,



Rupak Paudyal
Immigrationappealsuk.com



Application process (in country):

We will file an online application on the Access UK website.

Supporting documents will either be sent to the Home Office or submitted to Sopra Steria an approved UKVI partner and depends on an application type.

We will offer to upload documents where possible if the client is comfortable providing us with an access to the online portal for submission.

Application process (overseas):

We will file an online application on the Access UK website.

Please note there will be an online visa application fee and Immigration Health Surcharge (IHS) to pay as part of the application (EU Applicant and ILE/ILR/AF are exempt).

Fees from overseas are either charged in their local currency or in USD.

Immigration Health Surcharge (IHS) information:

The IHS can only be paid online and cannot be paid at the Visa Application Centre (VAC). E.g. for Appendix FM Entry Clearance visa application for a client based in Hong Kong their IHS fee is charged in HKD and Nepal-based applicants are charged in USD. Applicants are required to pay the IHS in their local currency where available and the precise amount is only known at the time of the application.

Please note: We have no control or influence over this charge and it is automatically populated for each application.

Document submission process:

Copies of the documents are submitted to the UKVI through the VFS Global or Teleperformance either online or by visiting the approved centre.

In some instances where online submissions are not possible due to the website being unresponsive or the file sizes being too large; we suggest the sponsor submit documents at the VFS/Teleperformance office, be this in the UK or at the Visa application centre.

Note: VFS charges £100 in the UK per application. If you would like us to travel and submit it on your behalf, we are happy to offer the service without any additional charge other than the travel cost (to Edinburgh, Manchester or London) and a submission fee.

Photocopies: Colour copies are charged 80p per page and black and white copies are charged 30p per page. Kindly note copy charges are additional to our fees.

Where to send supporting documents:

Our address is Immigrationappealsuk.com, 19 North Terrace, Durham, DH1 5EF, United Kingdom, T: +44 (0) 7739864487, E: info@immigrationappealsuk.com.

Method of communication

Due to relocating from London to Durham we have changed the way we communicate and engage with our clients.

1. Telephone

We would contact you to discuss your case at a pre-arranged time that suits you.

2. Documents

We prefer to receive scanned documents (minimum 300 dpi) via email. If this is not convenient, documents can be posted to us with a pre-paid return envelope. Documents posted to the above address will be scanned and returned via the pre-paid envelope provided.

3. Direct Contact

Your representative (Rupak Paudyal) can be contacted by WhatsApp, Viber or iMessage on +44 (0)77 3986 4487 however documents sent on these apps **CANNOT** be used for official purpose and can only be used for a quick assessment to advise you.

We will delete the files and will NOT use them under any circumstances other than for our internal processes to the purpose of making an immigration application.

Client Care Letter agreeing and contractually entering person's name and signature

Mr. Test Rupak
Paudyal

Your Name

Your Signature

Date

**IMMIGRATIONAPPEALSUK.COM GENERAL DATA PROTECTION
REGULATION CONSENT - TERMS AND CONDITIONS**

1. General Terms and Conditions

1. Purpose of the application:
2. Immigrationappealsuk.com reserves the right to vary these Terms and Conditions or the Consent at any time. The latest version of the Terms and Conditions apply to all applications and will supersede previous Terms and Conditions unless otherwise stated.

2. Consent

1. I agree to provide Immigrationappealsuk.com and its advisor(s) with any relevant data (including personal data) required by the Home Office or UK Visa and Immigration for the 'Purpose of the Application' as stated in Paragraph 1.1.
2. Where any information or documentation relates to someone else or a Third Party, I confirm that I have consulted and have received consent from any Third Party to provide their data (including personal data) to Immigrationappealsuk.com for the 'Purpose of the Application' as stated in Paragraph 1.1. I understand that information about the applicant may also reveal information about me.
3. I agree for Immigrationappealsuk.com and its advisor to pass on the details provided by me to the relevant authority such as the Home Office, visa issuance authority or another relevant institution.
4. I confirm that the services provided by Immigrationappealsuk.com are non-refundable and binding on signing of these Terms and Conditions.
5. I confirm that all the information and documentations that I have currently provided or will provide is genuine and correct to the best of my knowledge.
6. I understand that Immigrationappealsuk.com and its advisors may contact me in the future regarding the 'Purpose of the Application' as stated in Paragraph 1.1.
7. I consent for Immigrationappealsuk.com to hold my data digitally and in paper form where applicable.
8. I understand that Immigrationappealsuk.com will store my data online in their server based either in the UK or the EU.

By signing below, I agree to all the Terms and Conditions listed above.

Mr. Test Rupak
Paudyal

Your Name

Your Signature

Date

Useful Links:

1. [UKVI APPROVED SECURE ENGLISH LANGUAGE TEST](#)
2. [Visa application fee](#)
3. UK-Pre departure TB clearance certificate from an [approved clinic](#)
4. [Immigration Health Surcharge \(IHS\) Fee](#)