



Immigration Advice Service Information & Agreement

Thank you for your contact with Citizens Advice Bury & Bolton (CABB).

Citizens Advice Bury & Bolton is fully registered with the Office of the Immigration Services Commissioner (OISC). Our registration number is F201400861.

Fees overview:

At CABB, we provide clients with free initial advice and assessment of their current immigration status and other immigration matters, with options for further advice and casework through Legal Aid or low cost fee-paying.

A full breakdown of our current fee-paying charges are enclosed with this letter and found on our website. Our organisation is VAT registered. The fees we charge are inclusive of VAT at 20% (current rates as notified by HMRC). This is deductible if you are exempt from paying VAT. We are able to receive payments via direct bank transfer & card payments. Where no alternative is available, we will accept cash. We do not accept cheques.

Please note:

All our fees include making representations to the Home Office, informing you of any developments as and when they arise and submission of all necessary documentation (this includes time spent working on your case, inclusive of emails & telephone calls, to you and any third party in your case, e.g. Home Office).

You will be responsible for all Home Office application fees and disbursements separately (e.g. interpreter costs, medical evidence).

Our charges directly relate to the work which we have done on your case. We will not charge a fee for work that is unnecessary or unauthorised. Our charges are fixed fee. This includes the preparation and overall submission of application/ documentation to the Home Office, based on the information which you have provided. Our charges also include follow-up and ongoing contact responding to any queries from the Home Office & acting on your behalf. Once a final decision has been made by the Home Office, this may result in you instructing us for further work, such as submitting an appeal on your behalf. This will be a separate piece of work which would incur a further fee.

Cooling off period:

Once payment has been made, you have a 48-hour cooling off period (effective immediately, Monday-Friday). This means that no work will commence on your file until this period has passed. If you change your mind in this 48-hours, you will receive a full refund.

If you wish to instruct CABB to commence work on your case immediately following receipt of payment, you will rescind the offer of a full refund within the cooling off period. If your case is urgent, we will advise you of this so you can make an informed decision.

I wish to rescind my cool off period and instruct CABB to commence work on my file immediately

Signed:

Date:

Once you have instructed us to act on your behalf, we will hold this money in the 'client account'. This is separate from CABB's general business account.

Once we have completed the initial representation (preparation and overall submission of application/ documentation to the Home Office) on your behalf, 80% of the fee will be transferred directly from our 'client account' into our general business account accordingly.

The final 20% will be transferred upon case closure. We will provide you with a statement informing you of this.

Keeping you informed:

While we are representing you, we will keep you regularly updated on the progress of your case. Once your application has been submitted, you will receive a written update every three months, as a minimum.

We will aim 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 arranged 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 due to service demands. We do not want you to have a wasted journey.

When we receive notification of the outcome of your case, we will inform you of this within three working days in writing and transfer the remaining 20% from the client account to the CABB business account.

Terminating instructions:

If you decide to withdraw your instructions, or if we decide to withdraw from the case (for example, if it becomes clear that information you have provided is incorrect, or you are unable to provide us with the correct evidence/ documentation to support our application).

We will provide a written statement containing the following information:

- 1) Confirmation that the case was withdrawn before the case was completed or that the organisation withdrew before the case was completed; and an explanation of the reasons why
- 2) A list of the original documents which will be returned to you (the client)
- 3) A final financial statement, detailing breakdown of costs, if appropriate and total to be refunded.

We will refund outstanding monies promptly through bank transfer to your nominated bank account. We do not issue cheques or refund in cash.

Please note, that should you wish to withdraw instructions part way through your immigration case, or we withdraw representation due to incorrect/ incomplete instructions, we will charge you for all work we have undertaken on your behalf at a rate of £75 per hour. We will also charge you for administrative costs in processing refunds.

Completion of your case:

Upon completion of your case, we will provide a written statement containing the following information:

- 1) Confirmation that the case has been completed including a statement of the case outcome and implications (e.g. important dates or restrictions)
- 2) A list of the original documents returned to you (the client)
- 3) A final financial statement, detailing breakdown of costs, if appropriate.

Concerns or complaints:

If for any reason you are not satisfied with the service you receive, we need to know. Please ask for more details of our complaint procedure.

Alternatively, you can send an email to servicefeedback@cabb.org.uk, where a member of the CABB Executive Team, will look into your feedback and make contact with you directly.

Client signature confirming understanding of this document:	
Date:	

A copy of this signed agreement will be given to you, the client, for your records.