



Quality, Authority and Complaints

In order to give professional specialist service, the Advice Service and its specialist advisers must be members of certain organisations or be licensed to [practice](#) in particular advice areas.

The Advice Service maintains the same checks and service levels across all the advice areas we see.

If you are unhappy with any of the service you receive from the Advice Service you can make a complaint. The University of Lincoln has a complaints procedure and details about how to use this can be found at the link below. Please note that if you make a formal complaint to the University we may not be able to keep the content of your enquiry confidential.

<http://secretariat.blogs.lincoln.ac.uk/student-contention/student-complaints/>

If you would like to make an informal complaint you can do this by emailing the senior Advice Worker directly. Informal complaints made to the Senior Advice Worker are not shared outside of the Advice Service unless we are legally obliged to do so.

Senior Advice Worker Catherine Turner cturner@lincoln.ac.uk

If your issue is related to any immigration advice or to any of the work we do which is licensed by the Financial Conduct Authority there are additional complaints avenues available to you.

You can find further information about this below.

Immigration Advice

Everyone providing immigration advice or immigration services in the UK, including licensed sponsors must comply with the [OISC's Code of Standards](#). We also comply with the [UKCISA Code of Practice](#). Our advisers are careful to work within their level of competence. If your matter is complicated you may be advised to seek the help of a solicitor.

If you have any complaints about the immigration advice provided to you, you may use the complaints procedure of the University of Lincoln, or you can use the [OISC complaints procedure](#).

Our authority to give immigration advice

Our advisers are authorised to give immigration advice under a Ministerial Order which exempts licensed sponsors (those who have been granted a sponsor license under Tiers 2 or 4 by the Home Office) from the requirement of being regulated by the OISC when providing immigration advice, or immigration services, free of charge to migrants they are sponsoring, or intend to sponsor under the terms of their sponsorship license and to their immediate family members and dependents.

This order was made in terms of the powers conferred on the Secretary of State by sections 84(4)(d) and 166 of the Immigration and Asylum Act 1999. This means that we are licensed by the Home Office to assist students and their dependents with immigration advice and services, without the need to be registered with the OISC.

Debt and Money Advice

To be able to give advice about debt and money, or to make any kind of loan, it is necessary to be licenced by the Financial Conduct Authority.

All of our specialist money advisers are members of the Institute of Money Advisers <http://www.i-m-a.org.uk/> and adhere to their codes of conduct

The Advice Services Financial Conduct Authority licence number is FRN 673570

FCA website <https://www.fca.org.uk/>

Financial Ombudsman Service

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not for profit debt advice providers.

The Financial Ombudsman Service will only step in once the advice provider has had the opportunity to investigate matters, so please contact us in the first instance or use the University's complaints procedure. If your complaint is about debt advice or if you were seeking advice about your credit record and you are not satisfied with our final response, or if eight weeks have passed since you first let us know about your concerns, you can ask the Financial Ombudsman to review your complaint.

Contact the Financial Ombudsman Service

By post:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London E14 9SR

By phone:

- 0800 0 234 567 – free for people phoning from a 'fixed' line (eg a landline at home)

0300 123 9 123 – free for mobile phone users who pay a monthly charge for calls to numbers starting 01 and 02.

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

The Advice Service provides free legal advice for anyone enrolled at the University of Lincoln. Even if that advice is against the interests of the university.

**INDEPENDENT, IMPARTIAL, NON-JUDGEMENTAL,
CONFIDENTIAL, SPECIALIST, PROFESSIONAL**

Nobody should be disadvantaged because of lack of knowledge or ability in relation to exercising their rights or taking on their responsibilities.

We aim to empower people by giving them the knowledge to make informed decisions.



Member of

advice UK