International Student Support (ISS) Client Care Letter

Last updated: November 2020

The University of Surrey's International Student Support (ISS) team offers free, confidential, impartial visa guidance and advice to prospective international students, registered students and graduates transitioning to the Start-up Visa as well as EU Nationals applying to the Settlement Scheme. The Client Care Letter applies to every interaction with ISS from this point onwards and can be used for the duration of your course.

Regulation of Advice: The University of Surrey offers these services as a licensed sponsor exempt from Office of Immigration Services Commissioner (OISC) regulation, while in full compliance with the OISC code of standards. Full details on how we operate are set out in our Conditions of Service. As a Home Office licensed sponsor we will not charge you a fee for providing immigration advice and services. However, you remain subject to any Home Office application fees and other disbursements.

Contacting us: ISS are responsible for managing your case and can be contacted via internationalsupport@surrey.ac.uk or **01483 686868**. ISS are based in Level 1 of Senate House, Stag Hill, Guildford, GU2 7XH. We will keep you informed of the progress of your case and any developments as and when they arise. For any periods when your allocated ISS Adviser is out of the office or otherwise unable to work on your case, another member of the ISS may contact you. For this reason, we advise that all email communication take place through internationalsupport@surrey.ac.uk. If you have an Agent liaising on your behalf, we will need written confirmation stating that you agree for us to communicate with them. We shall do our best to respond promptly to emails or calls made to our office about your case but ask you to understand that during busy times an immediate reply is not always possible. If you need to see an ISS Adviser in person, email internationalsupport@surrey.ac.uk for an appointment. Appointments with the ISS Adviser will be conducted in the MySurreyHive. When emailing ISS, please ensure that you include your Student ID number in the email subject field.

Professional Standards: In order to ensure our ISS Advisers work to the highest professional standards, they engage in regular professional training and development. ISS provides advice in good faith, based on the information you provide at the time. ISS will make every effort to ensure that the advice you receive is accurate and up to date in that moment. Please note that immigration regulations and procedures are subject to change, sometimes at short notice. We cannot accept responsibility for any errors or omissions arising from your failure to provide us with full information or for decisions made by the Home Office or other agencies.

Limitations of Service and Referrals: Our immigration advice relates to study and academic activity at the University of Surrey. This means that we do not advise on all immigration categories. As such, ISS may decide it is in your best interest to contact an outside party for further advice or guidance relating to your case.

Conflict of Interest: Where there is a real or potential conflict of interest, the ISS Adviser will inform you of this and you will be given sufficient time to consider whether you wish to seek external immigration advice. You will be asked to give consent in writing before the ISS Adviser begins or continues to act for you. Full details on how we operate if there is a conflict of interest are set out in our Conditions of Service.

Records of Advice and Data Protection: All personal and contact information held in connection to any individual case will be maintained in accordance with the provisions of Data Protection. Information on how we handle your data can be found in the Conditions of Service.

Contacting External Organisations: ISS may decide to contact an organisation such as the Home Office or the UK Council for International Student Affairs (UKCISA) for further guidance and advice about your case. ISS will advise you

whenever possible if this is required. However, if there is a tight time frame, for example your visa expires on the same day your case needs to be resolved and we do not hear from you to confirm if we can contact the third party (for example, UKCISA or the Home Office), we will share your data unless you have expressly told us not to by signing the Data Sharing Declaration.

Complaints: Information about the University's complaint handling process can be found on the website of the Office of Student Complaints, Appeals, and Regulations (OSCAR). If you are an applicant and still have not registered with the University, please visit the Admissions Complaints Procedure.

Agreement – Client Care Letter

By signing the agreement below, you are confirming that you have read, understood and accept the Client Care Letter. You are also agreeing for an ISS Adviser to act on your behalf on the resolution of your case.

SRN (7 numbers): ___ ___ ___ ___ ___ ___ ___

Name: _____

Signature: _____

Today's Date: ___ ___/ ___ ___/ ___ ___ (DD/MM/YY)

Current Immigration Status (if applicable):

Visa Type: _____

Start Date of Visa: ___ ___/ ___ ___/ ___ ___ (DD/MM/YY)

End Date of Visa: ___ ___/ ___ ___/ ___ ___ (DD/MM/YY)

Data Sharing Declaration

There may be occasions when ISS need to share your data with the external parties (i.e. UKCISA and the Home Office). For example, if there is a tight time frame and your visa expires on the same day, your case needs to be resolved and we do not hear from you to confirm if we can contact the third party. We do this in our legitimate interest to support you.

*If you **DO NOT** want ISS to contact an external party (i.e. UKCISA and the Home Office) in this way, sign below, otherwise leave blank. If you do sign below, this may affect the amount of support we can give you.*

Signature: _____

Please note that there are occasions when confidentiality cannot be adhered to. This includes meeting Home Office immigration compliance obligations. For further details, refer to the Conditions of Service.