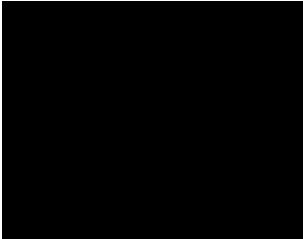


Date: 11 April 2026

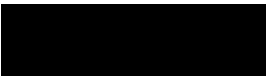
Client Care Letter



Dear 

Your case has been taken on by 

1. CLIENT NAME

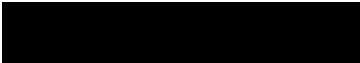
You, , have instructed us to represent you.

2. CLIENT IMMIGRATION STATUS

You are an  national. You are currently in the UK with an outstanding asylum claim.

3. WHO WILL HANDLE YOUR CASE

Your case was opened on: 

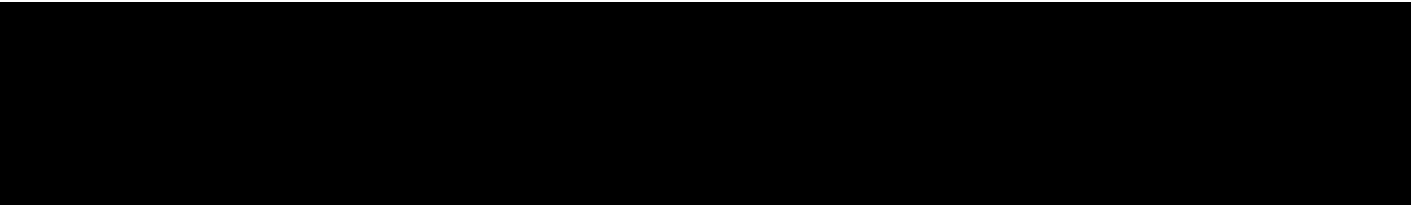
Your case will be handled by: 

Your case reference number is 

They work at: 

Their phone number is: 

Their email is: 



[REDACTED]

[REDACTED]

permanently handle your case. This can happen if, for example, a caseworker leaves [REDACTED] or is on prolonged leave.

4. YOUR INSTRUCTIONS

You told me that you want advice and assistance with your ongoing asylum claim. We will provide more detailed advice once we have taken fuller instructions from you.

5. OUR ADVICE

We advised you that you may be able to apply to the Home Office on that basis. We will provide more detailed advice in a separate letter.

6. WHAT WE AGREED TO DO IN YOUR CASE

We agreed to notify the Home Office and any other relevant organisations that we are acting on your behalf.

We agreed to assist you with your application to the Home Office.

7. ORIGINAL DOCUMENTS

If you have original documents to support your claim, then you will need to provide them to us so that we can submit these to the Home Office. We will provide you with copies of these documents if necessary as soon as possible.

8. IF YOU ARE ASKED ABOUT YOUR IMMIGRATION STATUS

If you are asked about your immigration status by the Home Office or any other agency, you may inform them that [REDACTED] is acting for you. If you are contacted by the immigration authorities, you should contact your caseworker immediately by telephone or letter to inform them about what has happened. If you were given any documents, please copy them and send them to us as well. Always take the name of the person who questioned you. If necessary, your caseworker will give you an appointment to discuss matters further. Always co-operate with the authorities, as the penalties for not doing so can include detention.

9. STRENGTH OF YOUR CASE

It is difficult and often misleading to estimate the chances of success in an immigration or asylum matter. This is because immigration is not just about the law; it is also about Home Office policy and practice and the interpretation of the law by the courts. If at any point in the case it becomes clear as to what the outcome will be we will advise you.

10. HOW LONG WILL YOUR CASE TAKE?

It is also very difficult for us to give you an estimate as to how long your case is likely to take, as immigration and asylum cases are regularly subject to delays. However, asylum cases can move quickly through the system and decisions can be made in as little as 4 weeks, with an appeal being listed in court and heard within a further 4 weeks. Currently, the timescale can be lot longer due to delays caused by COVID-19. Where possible, we will give you some idea as to how long each step will take.

11. WHO FUNDS YOUR CASE?

██████ is funded for its main casework activities by the Legal Aid Agency (LAA). We will seek to maximise your access to advice and assistance within the LAA regime. The LAA require us to test your case at various stages to ensure that we are using their funds appropriately. We cannot therefore guarantee that we can represent you through the whole of your case. If there comes a point where there is no LAA funding for your case, we will consider whether we can continue to represent you. We have other limited resources with which to undertake a small amount of non-LAA funded work. We will advise you how to challenge the withdrawal of funding from the LAA. As the LAA pays for the work on your file, then they have the power to examine your file.

12 OUR SERVICE IS INDEPENDENT

We are an independent advice agency regulated by the Immigration Advice Authority (IAA). We receive no Home Office funding. As our regulator, then IAA has the power to examine your file. However, we are responsible for all the work done on your file.

13. OUR SERVICE IS CONFIDENTIAL

The advice we give you is confidential. This means that we cannot tell anyone anything that you tell us without your permission. As part of the quality check on our work, staff from the Legal Aid Agency may ask to see your file. They are required by law to keep all case details confidential. Please let us know if you have any objection or concerns about this. Your decision will not affect the advice or help we give you.

14. YOUR PERSONAL INFORMATION

As part of our role in acting as your legal representatives, we will need to process your personal data. You have provided us with consent to do so in accordance with our privacy policy. You may withdraw this consent at any time. However, we can keep your data without your consent where necessary and in accordance with the law. In your case, this is because of legal obligations to keep records that we have to those organisations that fund us for your case, such as the Legal Aid Agency or local authorities, or in case of future legal action.

We may also use anonymous data about your case for other purposes. This is likely to be to try to change the law and policy so that it is better in the future for other people facing the same problems as you. Please let us know if you have any objection or concerns about this. Your decision will not affect the advice or help we give you.

It may be that we think it is necessary to use more information from your case in these circumstances, and if that is the case we will discuss this with you first to make sure that you are happy for us to do this. If you are not then we will not use any information that could identify you.

How long will we hold your data?

We will only hold your information for as long as necessary to provide you with legal services and then for only so long as we are required either contractually or under our regulatory obligations. This will not normally be more than six years after the end of your case. However, if you are a currently under the age of eighteen, data will need to be held for six years after you reach the age of eighteen.

After this time, we will confidentially destroy all information that we hold about you other than your name, address and date of birth which we will be obliged to continue to hold for the purposes of ensuring that we never act for another client where doing so would conflict with our obligations of confidentiality to you.

Your Rights

You have rights as a Data Subject under data protection legislation. Those rights include the right to be informed what information we hold about you which is known as a data subject access request. You also have the right of access and to request a copy of any information about you that we hold at any time and a right of rectification and, in particular, to request that information is corrected if it is inaccurate.

There are also other rights available to you but these may be limited to a certain extent when you become our client as we may have overriding regulatory duties with respect to the handling of your data for the purposes of providing services to you. In particular, you may have a right of erasure (also known as the right to be forgotten). In certain circumstances, this allows you to request that we erase your personal data. This is not an absolute right however and, once you become a client of our firm, we will be required by our regulators and for legal purposes to retain some of your personal data and other information within casefiles.

If you are concerned about our handling of your personal data, there are also other rights available to you: a right to restrict processing; a right to data portability; a right to object and to request we stop processing your personal data; and a right in relation to automated decision making and profiling.

If you need to make a complaint in relation to our handling of your data, such as any potential data breach, we would invite you to contact us immediately.

Importantly, you also have rights to complain to the Information Commissioner's Office if you feel that your data is not being handled properly.

Further information about how your information is used, how we maintain the security of our information, your rights in relation to your personal data and how to exercise them, please refer to our Privacy Notice which is made available on our website at [REDACTED]

Further details about your rights are also available by visiting the Information Commissioner's Office's website at <https://ico.org.uk/your-data-matters/>

15. HOW TO SEE YOUR CASEWORKER

Your caseworker is the person who will decide when it is necessary to see you to discuss your case. You can ask for an appointment if you feel that you need one by calling/writing to your caseworker. You cannot, however, demand to be seen. Every time you see your caseworker, you are using up the limited resources we are given by the LAA to fund your case. Always give your [REDACTED] reference number when contacting us. Your caseworker has other duties and responsibilities that may mean

they cannot speak to you or see you when it suits you. Please understand and be prepared to leave a message.

16. KEEPING APPOINTMENTS

We will see you at a time and date arranged by telephone, in person, or most usually by letter. If we have to cancel your appointment, we will inform you in advance. We expect you to keep appointments or notify us if this is not possible. If you lose contact with us by failing to keep appointments, then we will close your file. We will notify you of this. If you come to your appointment late, we may not be able to see you at all because of other commitments.

17. CHANGES TO YOUR CONTACT DETAILS

If you move home or change your telephone number you must let us know AT ONCE. Please be aware it is YOUR RESPONSIBILITY TO KEEP THE IMMIGRATION AUTHORITIES INFORMED OF YOUR CURRENT ADDRESS AT ALL TIMES.

18. WE WILL KEEP YOU INFORMED

We will update you at least every three months, and notify you of the outcome or the implications of any substantive changes in your case within 3 working days of us becoming aware of it.

We are unable to provide detailed advice over instant messaging apps, such as WhatsApp. The best way to contact us is by email. We would strongly encourage you to set up an email account if you do not have one already. That will allow us to contact you and share documents quickly.

19. COUNSEL

If you need to be represented at a lengthy or complex Court hearing, we may need to instruct a barrister to advise about your case and/or represent you at Court. We would need to give consideration to both the nature and complexity of the case and the suitable available barristers who would be responsible for representing you at court. We aim to offer you the opportunity to consult with us as to the selection of the advocate.

20. IF YOU HAVE A COMPLAINT

We aim to ensure that your legal work is undertaken to the highest professional standards and is performed in an efficient and friendly manner. Our complaints procedure is available in our reception area, on our website or on request. Please note that we treat every expression of dissatisfaction as a complaint. If you have concerns about your case, please inform your caseworker. If you remain concerned, then follow the complaints procedure and contact us via 

Legal Ombudsman

If you are not happy with our final response, you have up to six months to make a complaint to the Legal Ombudsman. You can refer your complaint up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to 1 year from the date of the act or omission you are complaining about or up to 1

year after discovering a problem. You can contact them in the following ways.

You can ring - 0300 555 0333;

Visit the website - <http://www.legalombudsman.org.uk/>

or write to:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Immigration Advice Authority (IAA)

You can complain about any adviser, solicitor, barrister, IAA regulated adviser or unregulated person operating within the UK and providing advice and services relating to immigration to the UK. YOU CAN CONTACT IAA AT ANY TIME. There are several ways in which you can contact IAA.

The easiest way to complain is to:

- download and fill in the [complaints form](#). The form is available in different languages and your complaint can be translated if needed.
- include any documents that are relevant with your complaint
- send the complaints form and documents to complaints@immigrationadviceauthority.gov.uk or by post to the Complaints Team

You can also make a complaint by sending a letter or email. You need to provide as much detail as you can about who you're making the complaint against and what the complaint is about. You can contact the IAA as below:

Email: complaints@immigrationadviceauthority.gov.uk

Telephone: 0345 000 0046

Immigration Advice Authority Complaints Team
PO Box 567
Dartford
DA1 9XW

21. MORE ABOUT OUR SERVICES

As noted above, [REDACTED] is funded by the LAA to provide assistance to eligible clients. Under the scheme, various levels of service are available. These are Legal Help and Help at Court (LH) covering advice and assistance and Controlled Legal Representation (CLR) which is available to cover the costs of an appeal. As already explained above, we have to apply certain tests to your case to justify the funding from the LAA. The tests for these levels of service are different, and you may be entitled to LH but not CLR because the merits of your case are poor. Your caseworker can answer any questions you may have about the funding of your case. We are allowed to incur reasonable disbursements, e.g. for an interpreter to be provided to help you to communicate with us. Where you are eligible, [REDACTED] will receive payment from the

LAA. You may be asked to pay a contribution to certain costs of your case. It is rare for us to do this but we ask you to note the possibility at this stage.

If there is anything else that you want to know, please do not hesitate to contact us.

Yours sincerely,

[REDACTED]

Solicitor

[REDACTED]

I agree the contents of this client care letter.

Signed:

Print Name: [REDACTED]

Dated: 11 April 2026