

Client Care

Refugee and Migrant Forum of Essex and London

Responsible Officer:	James Tullett
Latest Update:	March 2019
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Standards of Care

Workers should ensure that the service they give to all their clients is the best, which is available. Although we cannot provide a perfect service at all times to all our clients, we must aim to improve the quality of that service all the time. The following is a list of basic standards common to all who work in RAMFEL.

- a. All clients must either be advised of the contents of or receive copies of all substantive correspondence - both letters sent and received.
- b. Telephone calls from clients are to be returned or followed up on at the earliest available opportunity.
- c. Correspondence of any sort is generally to be dealt within 5 days unless is urgent in which case to be dealt with on the day.
- d. Letters to clients and other solicitors are to be written in plain and succinct language.

- e. Clients identified, as having a need for advice in a non-specialist area for RAMFEL must be referred to an appropriate source of advice.

- f. Advice should be confirmed in writing in relation to immigration advice, any court proceedings, and when there is a reasonable doubt the client is understanding the given advice.

Client Care and Start of the Case

Caseworkers should:

- Open up a file for client on advice pro (RAMFEL' s database)
- Have client sign the RAMFEL consent form
- check for conflict of interest
- discuss with the client the issues on which he or she wishes to seek help from the RAMFEL Immigration
- discuss with the client the options for dealing with their problem ensuring that they fully understand the implications of each course of action in terms of potential costs, appeal rights etc.
- decide with the client on the action to be taken
- If representing an immigration client, a client care letter should be issued.
- Matters discussed and agreed actions should be taken down as a case note on advice pro.

Case notes should include:

- the client's instructions
- the advice given, including advice on costs or funding
- actions to be taken on behalf of the client, or a note that no further action is required if appropriate
- key dates
- Any correspondence with or on behalf of client

Case Closure:

- Cases should be closed for clients when any of the following occur:
 - Client has asked that RAMFEL closes their case

- The case has been inactive for the past 6 months and the caseworker expects that to continue
- A case has concluded

Quality Processes

- RAMFEL is committed to ensuring there are quality processes in place to always act in the best interest of the client.
- These processes are included in this document as well as other policies and procedures contained in the office manual and held by management
- Quality Processes will be reviewed every two years and will be audited by the advice quality standard every two years