

We aim to provide you with the highest standards of service. However, there may be occasions when our service falls short of your expectations.

This easy to use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection our complaints process has been designed to meet the requirements of the **Immigration Consultants of Canada Regulatory Council (ICCRC)**.

## 1. We Can Help

Your initial concerns should be addressed in writing to:

*Carmela Valles Immigration Consulting  
175 George St. North  
Chamber Business Centre  
Peterborough, Ontario  
K9J 3G6*

[info@carmelavalles.com](mailto:info@carmelavalles.com)  
[www.carmelavalles.com](http://www.carmelavalles.com)

If you prefer you may [forward details of your complaint via our form on this website](#).

- A written acknowledgement will be issued promptly; and in any event not later than five working days of receiving your complaint.
- Your concerns will be fully investigated by the firm's Immigration Consultant / Owner / Director and a detailed response issued within four weeks of receiving your complaint.
- We are committed to resolve your concerns in the most expedient way possible and with the help of third party mediation services if necessary.
- If we do not hear from you further within eight weeks we will assume our response has addressed the matter and close our file.

## 2. Still unhappy?

- After receiving our response, if you feel your complaint has not been fully or fairly addressed you are entitled to refer your complaint to the Immigration Consultants of Canada Regulatory Council – ICCRC- at:

*Immigration Consultants of Canada Regulatory Council  
1100 Burloak Drive, Suite 300  
Burlington, Ontario  
L7L 6B2 Canada*

*Tel: 1-877-836-7543*

*Fax: 1-877-315-9868*

*Email: [info@icrc-crcic.ca](mailto:info@icrc-crcic.ca)*

## Please note

You are encouraged to complete our Internal Complaints Procedure before you refer your concerns to the Immigration Consultants of Canada Regulatory Council.