

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 **College of Immigration and Citizenship Consultants (CICC)**

1. We Can Help

Your initial concerns should be addressed in writing to:

*Carmela Valles Immigration Consulting
175 George St. North, Suite 6
Chamber Business Centre
Peterborough, Ontario
K9J 3G6*

info@carmelavalles.com
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 College of Immigration and Citizenship Consultants (CICC) at:

*College of Immigration and Citizenship Consultants (CICC)
5500 North Service Road, Suite 10002
Burlington, Ontario
L7L 6W6 Canada*

*Phone: 1-289-348-0422
Toll-free: 1-877-836-7543
Fax: 1-877-315-9868*

<https://college-ic.ca/connect-with-us/contact>

Please note

You are encouraged to complete our Internal Complaints Procedure before you refer your concerns to the College of Immigration and Citizenship Consultants.