



Lexen Law – Complaints Procedure & Legal Notice

Last updated: 25/09/2025

1. Regulatory Status & Professional Standards

Lexen Law Ltd is authorised and regulated by the Immigration Advice Authority (IAA). We operate in full compliance with the IAA Code of Standards, applicable UK legislation, and professional conduct requirements.

We are committed to acting with integrity, transparency, competence, and diligence in all client matters. All services are delivered within our authorised scope of practice.

This Complaints Procedure is designed to ensure concerns are handled fairly, consistently, and in accordance with regulatory obligations.

2. Scope of This Procedure

This procedure applies exclusively to services delivered by Lexen Law Ltd.

It does not extend to:

- Third-party service providers or external organisations
- Matters outside our authorised professional services
- Communications not issued through official Lexen Law Ltd channels

Nothing in this policy creates any contractual right beyond those required by law or regulation.

3. Official Identity & Communication Safeguards

Lexen Law Ltd confirms that its sole official digital and communication channels are:

- **Website:** www.lexenlaw.co.uk
- **Official email domains only:** enquiries@lexenlaw.co.uk

No other domains, email addresses, messaging platforms, or social media accounts are authorised to act on behalf of Lexen Law Ltd unless expressly confirmed in writing by a Director of the company.



Fraud & Misrepresentation Warning

Any communication purporting to originate from Lexen Law Ltd but issued outside our official channels shall be treated as **unauthorised and potentially fraudulent**.

Accordingly:

- Lexen Law Ltd accepts **no responsibility or liability** for reliance on such communications
- Clients and third parties are advised to verify authenticity before taking action
- Any suspected impersonation may be reported to relevant authorities, including regulatory and law enforcement bodies

4. Submission of Complaints

All complaints must be submitted in writing via below mentioned email:

- **Email : enquiries@lexenlaw.co.uk**

Complaints should include:

- Full name and contact details
- Case or reference number (if applicable)
- Clear summary of the issue
- Relevant supporting documentation

Lexen Law Ltd reserves the right to request additional information where reasonably necessary to assess the complaint.

5. Complaints Handling Process

5.1 Acknowledgement

We will acknowledge receipt of a complaint within **5 working days** of receipt, where practicable.

5.2 Review & Investigation

Complaints are reviewed impartially and, where appropriate, assigned to a senior staff member not directly involved in the matter.



The investigation may include:

- Review of internal case files and correspondence
- Assessment of relevant regulatory and procedural compliance
- Verification against the **IAA Code of Standards**
- Consultation with relevant personnel where required

Lexen Law Ltd may reasonably request:

- Official correspondence issued from company email domains
- Proof of payments made to verified company accounts
- Supporting documentation relevant to the complaint

The company shall not be responsible for or liable in relation to:

- Instructions received via unauthorised third parties
- Payments made outside officially designated company accounts
- Documents altered or issued outside company control

Failure to provide adequate evidence may limit our ability to investigate or respond substantively.

5.3 Response Timeframe

We aim to issue a written outcome within **20 working days**.

Where a matter is complex, requires third-party input, or falls outside standard review timelines, we will notify you of an extension with a revised timeframe.

6. Outcome of Complaints

Possible outcomes may include:

- No action required
- Clarification or explanation provided
- Procedural review or corrective action (where appropriate)
- Referral to internal compliance review

All determinations are made based on evidence, regulatory obligations, and professional judgement.



7. Vexatious, Misleading or Abusive Complaints

Lexen Law Ltd reserves the right to:

- Decline to investigate complaints deemed **vexatious, repetitive, abusive, malicious, or lacking reasonable grounds**
- Restrict further communication where behaviour is unreasonable or obstructive
- Report serious misuse or fraudulent conduct to relevant authorities

This is in line with maintaining fair and proportionate use of regulatory complaint systems.

8. Escalation to the Immigration Advice Authority (IAA)

If you remain dissatisfied after completion of our internal process, you may refer your complaint to the IAA:

<https://www.gov.uk/government/organisations/immigration-advice-authority>

The IAA will normally expect internal procedures to be completed prior to escalation.

9. Limitation of Liability

To the fullest extent permitted by UK law:

- Lexen Law Ltd shall not be liable for indirect, consequential, or financial losses arising from complaint handling or related communications
- Liability, if established, shall be limited to the extent permitted under applicable law and any relevant contractual agreement
- Nothing in this policy excludes liability for fraud, gross negligence, or any liability that cannot be excluded under UK law
- No employee, consultant, or representative shall incur personal liability for acts performed in good faith within the scope of their duties

10. Data Protection & Confidentiality

All complaints are handled in accordance with applicable UK data protection laws, including the **UK GDPR**.

Information provided will be:

- Processed solely for complaint handling purposes
- Stored securely and accessed only by authorised personnel
- Retained only for as long as necessary under legal and regulatory requirements

E: enquiries@lexenlaw.co.uk
Ph: +44 2030040576
W: www.lexenlaw.co.uk



11. Non-Waiver & Severability

- Failure by Lexen Law Ltd to enforce any part of this policy does not constitute a waiver of rights
- If any provision is found unenforceable, the remaining provisions shall continue in full force and effect

12. No Legal Waiver of Statutory Rights

Nothing in this document limits or excludes any statutory rights available to clients under UK law or applicable regulatory frameworks.

13. Continuous Improvement

All complaints are logged, reviewed, and used to improve service quality, internal controls, and compliance standards. Feedback is treated as part of our ongoing commitment to professional development and regulatory excellence.