

Immigration services: getting it right for your vulnerable clients

22 February 2023

Our thematic review into the immigration sector found that the majority of firms were providing a good level of service. However, there were areas for improvement, and we have produced guidance for the profession to make sure some of the most vulnerable clients it serves get what they need. We have also produced guidance for all firms on supervising staff, a recurring theme in the review.

In our webinar, we will talk about:

- the good and bad practice the review found
- a checklist to help make sure you deliver high standards of service
- what our two pieces of guidance look at.

[Download slides as PPT \(PPTX 21 pages, 2.9MB\)](https://qltt.sra.org.uk/globalassets/documents/sra/news/events/2023/immigration-services--getting-it-right-for-your-vulnerable-clients.pptx?version=4926c2)

[<https://qltt.sra.org.uk/globalassets/documents/sra/news/events/2023/immigration-services--getting-it-right-for-your-vulnerable-clients.pptx?version=4926c2>]

[Download slides as PDF \(PPTX 21 pages, 517KB\)](https://qltt.sra.org.uk/globalassets/documents/sra/news/events/2023/immigration-services--getting-it-right-for-your-vulnerable-clients.pdf?version=4926c2)

[<https://qltt.sra.org.uk/globalassets/documents/sra/news/events/2023/immigration-services--getting-it-right-for-your-vulnerable-clients.pdf?version=4926c2>]

Resources

[Immigration and asylum thematic review](https://qltt.sra.org.uk/sra/research-publications/immigration-asylum-thematic-review/) [<https://qltt.sra.org.uk/sra/research-publications/immigration-asylum-thematic-review/>]