Government of Canada
Immigration, Refugees and Citizenship Canada (IRCC)

Consumer Guide

Regulated Canadian Immigration Consultants (RCICs) are skilled professionals who must meet licensing standards, follow the Code of Professional Conduct, and maintain up-to-date knowledge of immigration law and procedure.

Your consultant must be licensed with the **College of Immigration and Citizenship Consultants (CICC)**, which ensures that only suitable persons are licensed to provide immigration and citizenship advice for a fee. To check if a person is licensed, visit the CICC's website: **www.college-ic.ca**.

Immigration Consultants and the Code of Professional Conduct

The Code of Professional Conduct ensures that your Regulated Canadian Immigration Consultant (RCIC) will:

- be honest with you about your chances of obtaining a visa or immigration status;
- keep you informed about the progress of your application and any changes that may affect it;
- be contactable during business hours and tell you if they change their contact details;
- act within the law, in your best interests, and protect your privacy;
- declare any conflict of interest and not act for you if such a conflict exists;
- provide you with a written service agreement — before starting work — setting out the services to be provided, the fees, and other costs;
- charge reasonable fees and, if you pay in advance, hold this money in a separate trust account;
- provide you with an itemised invoice listing the actual services completed and the amount payable;
- provide timely and correct advice, and notify you in writing about the outcome of your application as soon as possible.

Complaints

If you experience a problem with your Regulated Canadian Immigration Consultant, you should first try to resolve it with them directly. If that is not possible, contact the College of Immigration and Citizenship Consultants (CICC).

Making a complaint to the CICC will not affect your immigration or citizenship application.

College of Immigration and Citizenship Consultants (CICC)

Under Canadian law, the CICC:

- assesses and decides applications for licensing as a Regulated Canadian Immigration Consultant (RCIC) or Regulated International Student Immigration Advisor (RISIA);
- approves continuing professional development activities for consultants;
- monitors the conduct of licensed immigration and citizenship consultants; and
- investigates complaints against licensed consultants and will discipline them when appropriate.

The CICC cannot assist you with your immigration or citizenship application, or order a refund of fees from your consultant.

More information can be found at college-ic.ca:

- Code of Professional Conduct
- Tips for using a licensed immigration consultant
- How to file a complaint

Check if a person is licensed at college-ic.ca:

Search for a consultant

Name / RCIC Number
e.g. John Smith or R123456

Province / City
e.g. Ontario, Toronto

Search