



8A Clydesdale Drive, Holmes Hill, Oamaru 9401  
(03) 663 9004 / 027 737 8360

## INTERNAL COMPLAINTS PROCEDURE

1. If at any time you have a complaint about any of the services that we have undertaken to provide to you in accordance with our Written Agreement, you may make a complaint to the immigration adviser handling your immigration matter.
2. Acknowledgement of your complaint will be sent to you in writing within two (2) working days of receipt.
3. We are committed to resolving any issues as soon as possible. We would be pleased to meet with you at any time to discuss the nature of your complaint, so that we can attempt to resolve it fairly and promptly between ourselves. If you wish to bring a support person to such a meeting, you are welcome to do so.
4. If you would prefer to have a mediator attend the meeting, please advise us and we can arrange that for you at your convenience.
5. We will formally reply to your complaint within ten (10) working days of meeting with you, or upon receipt of full details of your complaint.
6. If you are not satisfied with our response to your complaint, and you feel that we have demonstrated one or more of the following grounds for complaint (i.e., negligence, incompetence, incapacity, dishonest and misleading behaviour, or have breached the Licensed Immigration Advisers Code of Conduct), you may complain to the Immigration Advisers Authority (the 'IAA').
7. A complaint made to the IAA must be in writing and must specify the ground or grounds that form the basis of your complaint. You can use the Complaint Form which, together with other information on the complaints process, is available on the IAA's website at [www.iaa.govt.nz](http://www.iaa.govt.nz). You can also contact the IAA at Level 8, 167b Victoria Street, Auckland CBD, Auckland 1010, telephone in New Zealand 0508 422 422, from overseas +64 9 925 3838 or by email [info@iaa.govt.nz](mailto:info@iaa.govt.nz).