

Internal Complaints Procedure

Our business is people. We want this to come through in everything we do. We want you to be pleased with how you have been treated, more than satisfied with the service provided, and keen to recommend us to others.

Immigration advice and consulting is a high-paced and complex environment. Immigration instructions are often changed without prior notice, and decision-making by Immigration New Zealand can be inconsistent. Our job is to work through these complexities, hold Immigration officials to account when decisions are incorrect, and achieve the best outcomes possible for our clients.

In this complex environment, there may be times when matters do not run as smoothly as we would like. If something has not gone as planned, or you are concerned about it any matter, then we want to hear from you.

We promise to appreciate your being willing to share matter of concern, recognising that it may be uncomfortable to do so. We will respect you in raising the matter and seek to address your concerns as best as we can.

Should any of the following, or any other part of our service, give you cause for concern, then please get in touch and let us know right away;

- Advice received
- An issue with staff
- Timeliness of service
- Any other matter regarding services received

If there has been a misunderstanding, we will seek to first resolve it. We will then look why the misunderstanding occurred and make changes to our practices avoid it happening again.

And if there has been any mistake or error on our part, we will find a way to put it right.



Complaints Procedure

1. At any time if you have a complaint about any part of the services that we have undertaken to provide to you, in accordance with our written agreement, you may make a complaint to:

- a) Your Licensed Immigration Adviser
- b) Contact UVISA Immigration Specialists:

Tobias Tohill
Email: tobias@uvisa.co.nz
Phone: (+64) 7 777 5035

- c) You can also contact us in writing at:

60 School Road, RD 9, Whatawhata 3289, Hamilton, New Zealand

- 2. We will send you an acknowledgement of your complaint in writing within two working days of receiving it.
- 3. We can meet with you in-person, on the phone or online at any time to discuss the nature of your complaint. We wish to resolve concerns promptly and fairly. We welcome the opportunity to resolve any misunderstanding or conflict.
- 4. If you first raise your concern with us and subsequently remain unsatisfied with our response, you may make a formal complaint to the Immigration Advisers Authority (IAA) on any of the following grounds; negligence, incompetence, incapacity, dishonest and misleading behaviour, or breach the Licensed Immigration Advisers Code of Conduct.
- 5. A complaint made to the Authority must be in writing and 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 Immigration Advisers Authority website, at www.iaa.govt.nz, where you will also find the Authority's contact details.
- 6. Should you make a formal complaint we will reply to your complaint within 10 working days of any written notice of the complaint being received.