



(South Island Division)

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e-MIGRATION NEW ZEALAND (South Island Div.)

COMPLAINTS PROCEDURE

Peter John Croxson and Simon Andrew Moore, Co-Directors of 'M and C Consulting Limited', trading as 'e-Migration NZ (South Island Div.)' are Licensed Professional Immigration Advisers who are licensed in accordance with the Immigration Advisers Licensing Act 2007.

In the unlikely event that you have a complaint about any aspect of our services, in the first instance you should approach the Adviser and outline the nature of your complaint. If the complaint cannot be resolved at this level within 20 working days of receiving your complaint, with your permission, we will refer the complaint to one of our other branches throughout New Zealand for an appraisal and an opinion which would be binding on us. Our other branches also commit to making a decision within 20 working days of receiving your complaint.

If the complaint cannot be resolved as a result of this procedure we would advise you to enquire with/lodge an official complaint with the Immigration Advisers Authority. This Authority has wide sweeping powers and was set up to police the activities of Immigration Advisers. Their powers include powers of search and the ability to investigate complaints thoroughly. Under the Immigration Advisers Licensing Act 2007, the Authority refers complaints against licensed individuals to the Immigration Advisers Complaints and Disciplinary Tribunal. The penalties are severe and are outlined in the Immigration Advisers Authority website.

The contact details for the Immigration Advisers Authority are as follows:

Immigration Advisers Authority
Attention: Complaints
PO Box 6222
Auckland 1141
NEW ZEALAND
Email info@iaa.govt.nz
Phone 0508 422 422 (New Zealand)
+64 9 925 3838 (outside New Zealand)
Web www.iaa.govt.nz