


Making a Complaint about a Licensed Immigration Adviser

This complaint form is for making a complaint about a Licensed Immigration Adviser. To make a complaint about an unlicensed adviser, please visit iaa.govt.nz. There is no charge for making a complaint.

MARCH 2025

 You must complete this form in English. We can help you with translation – please contact us.

Your complaint about a Licensed Immigration Adviser must:

- › be made in writing
- › explain what happened and why you wish to complain
- › say if you have tried to resolve the complaint using the immigration adviser's own complaints procedure, and the outcome (if any)
- › be accompanied by copies of any supporting documentation that you have access to
- › not be made anonymously.


We will let you know when we have received your complaint and what our next steps are.

About Us

As the Immigration Advisers Authority, we are responsible for:

- › receiving complaints about Immigration Advisers and referring these to the Immigration Advisers Complaints and Disciplinary Tribunal
- › investigating and taking action against those breaching the **Immigration Advisers Licensing Act 2007**.

Please contact us if you need help or updates about your complaint. We can also provide some phone translation services as well.

 **Freephone** 0508 422 422
 **Email** iaa.investigations@mbie.govt.nz
 **Web** www.iaa.govt.nz

 **Postal** Registrar of Immigration Advisers
Immigration Advisers Authority
PO Box 6222
Victoria Street West
Auckland 1142
New Zealand



Privacy Act 2020

All information on this Complaint Form is subject to the Privacy Act 2020.

- The information provided by you on this Complaint Form will be used for the purposes of investigating a complaint under the **Immigration Advisers Licensing Act 2007**.
- Upon receipt of this completed Complaint Form the Immigration Advisers Authority may make any necessary enquiries about the contents, so that decisions can be made regarding this complaint.
- This may include the necessary sharing of this information to third parties.

Under the Privacy Act 2020 you may access and request a correction of any personal information.

STEP 1 TELL US ABOUT YOURSELF



Your full name



Date of birth

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
DD		MM		YYYY



Your address

Street number and name

Suburb

Town/city

Area/state

Postcode

Country



Your phone number

+	<input type="text"/>	<input type="text"/>	<input type="text"/>
	(country code)	(area code)	(local number)



Your email

STEP 2 TELL US ABOUT THE LICENSED IMMIGRATION ADVISER**The details of the licensed immigration adviser****Their name****Company (if relevant):**What is their Licensed Adviser number? (available online at www.iaa.govt.nz)

Is this person still giving you immigration advice?

☐ Yes ☐ No**If not, when did they stop?** / /
DD MM YYYY

Have you used their own complaints procedures?

☐ Yes ☐ No

If yes, provide details. If no, explain why not

Have you complained about them to any other organisation or agency?

☐ Yes ☐ No

If yes, provide details

STEP 3 TELL US ABOUT YOUR COMPLAINT**Your complaint****Tell us the full details of the complaint and explain what happened, in date order:**

4

Date	What happened
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	
<div> <div></div> <div>/</div> <div></div> <div>/</div> <div></div> </div> <div>DD MM YYYY</div>	

If you need more space for your explanation, please add this to your email when sending your complaint to iaa.investigations@mbie.govt.nz. Similarly, if you are unsure whether or not you can complain, please contact us via email.

When we receive your complaint, we will assess it to see if it meets the criteria set out in the Immigration Advisers Licensing Act 2007. If it meets the criteria, your complaint may be referred to the Immigration Advisers Complaints and Disciplinary Tribunal.

Supporting documentation

It is useful to have copies of any documents that support your complaint - for example, written agreements, invoices, receipts or correspondence, text messages from the Licensed Immigration Adviser. Please identify these for us below.



NOTE – you must provide copies of any supporting documents that you have access to as evidence under the Immigration Advisers Licensing Act 2007.

	Supporting documentation (name or number of document)
1	
2	
3	
4	

Witnesses



Witness' Full Name



Witness' Address

Street number and name

Suburb

Town/city

Area/state

Postcode

Country



Witness' phone number

(country code)

(area code)

(local number)



Witness' email

STEP 4 FINALISE YOUR COMPLAINT AND DECLARATION

Resolution

Please let us know what you would like to happen as a result of your complaint:

For more information about what will happen next, including a detailed process flowchart, please visit [What happens after you make a complaint](#).

Your declaration

I understand that a copy of my complaint and any supporting evidence may be sent to the person who gave the advice and may be used by the Immigration Advisers Complaints and Disciplinary Tribunal in evidence.

If relevant, I consent to the above named Licensed Immigration Adviser (or former Licensed Immigration Adviser) providing information to the Authority or the Tribunal by way of response to this complaint.



Signed

DD

MM

YYYY

Printed Full Name

Submitting your complaint

Once you have completed the Complaint Form, you can send it to us at:



iaa.investigations@mbie.govt.nz



Registrar of Immigration Advisers
Immigration Advisers Authority
Attention: Complaints
PO Box 6222
Victoria Street West
Auckland 1142
New Zealand

Before you send your complaint, please check that you have completed the following:

- ☐ Completed all fields of this Complaint Form
- ☐ Read and understood the Complaints Process flow (see below)
- ☐ Attached any supporting documentation that you have access to
- ☐ Signed and dated Your Declaration

Thank you for your complaint. We will be in touch to acknowledge your complaint and outline next steps. If you have any questions, please contact us to discuss the complaint further:

Freephone **0508 IAA IAA (0508 422 422)**

You make a complaint
about immigration advice

We assess your complaint
to make sure we have the
right information

We may then carry out
an investigation about
your complaint

We will advise you of the
outcome. We may also
advise the person you have
complained about as well