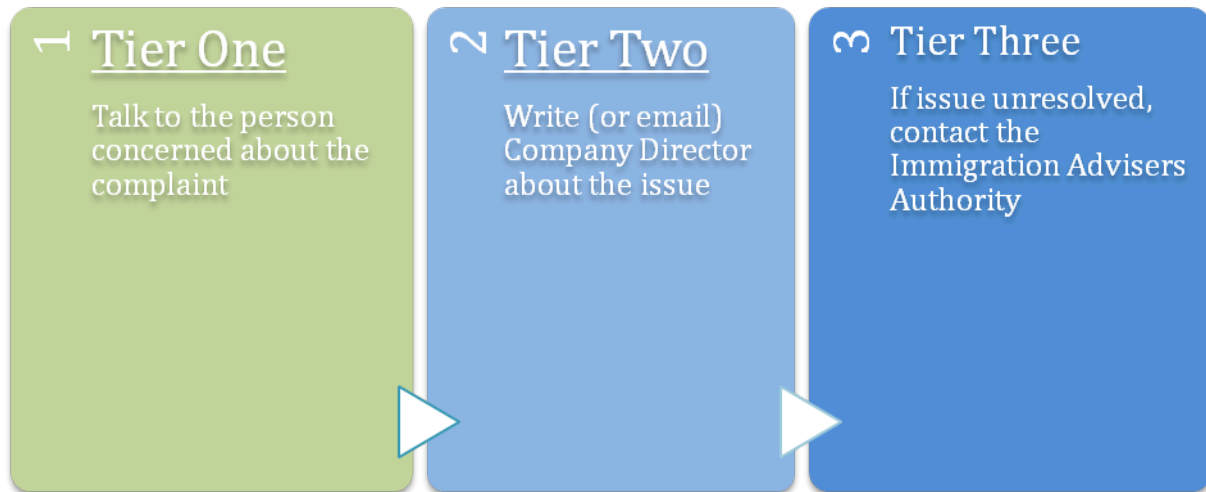


NZIHS INTERNAL COMPLAINTS' PROCESS



If and when making a complaint, please note the factual details such as expected deliverable service, exact nature of the concern, specific dates, time and person/s being complained. Always refer to your copy of the IAA Code of Conduct and NZIHS Service Agreement.

Our Process:

1. Talk to the person concerned about the complaint.

We encourage everyone who has concerns about our service, how we handle your application or account, to talk to the person you normally deal with, or have a complaint. This could be done by phoning or emailing the person, he/she will respond to your issues within 48 hours.

2. Write (or email) the Company Director about the issue.

If you believe that Step 1 did not help resolve the issue, or feel that the response is insufficient, you may write the company director about the situation. The Director will respond to you within 10 working days.

3. If issue remains unresolved, please feel free contact the Immigration Advisers Authority.

The Authority provides a form for making a complaint. Please see <http://www.iaa.govt.nz/migrants/finding-adviser.html#complain> or contact IAA for more details:

Email: info@iaa.govt.nz

Freephone: NZ only 0508 422 422

Phone: +64 9 9253838

Postal: PO Box 6222, Wellesley Street, Auckland 1141