

GB Immigration Ltd

Principal – Graham Andrew Anthony BURGER (CA) – Licensed Immigration Adviser (NZ) – IAA License Number 201300530

“GBI” INTERNAL COMPLAINTS PROCEDURE

If you are not satisfied with our service or advice, we want to hear from you so please communicate concerns at any time to the staff or Principal (Director). Our commitment to you regarding your concerns or complaints ~ To listen to you; to treat you respectfully and take your concerns seriously; to make it as easy and comfortable as possible for you to communicate your concerns.

Step 1 – The Adviser dealing with you

If the Director is your Adviser then go to step 2

Should you have a complaint the please communicate the nature of the complaint, with reasons and any supporting evidence, to the Adviser who is assisting you. As far as possible we would recommend doing this in writing for a clear record of your concerns.

Our Adviser should acknowledge your complaint within 3 working days and should reply formally (and in writing) within 7 days. The Advisor’s response may include arranging a meeting with you and may wish to include a neutral party. At any meeting you may have a support person or interpreter present.

Step 2 – The Director

If you remain dissatisfied after the Adviser’s response then you should notify the Principal (Director) of your Complaint, clearly stating the nature thereof and providing reasons and any supporting evidence. At this stage we would expect you to lodge the complaint in writing (email or letter) unless there are extenuating reasons why you can’t do so in writing.

The Director will acknowledge receipt of the Complaint within 3 working days and will respond formally (in writing) within 7 working days. This response could be a decision or it could be advice on further process.

To formulate a response the Director will review your written complaint, your File and will likely also discuss the matter with the Adviser concerned for their input. The Director may request meeting(s) with you and may ask a neutral party to attend and could also seek external advice on the matter. At any meeting you may have a support person or interpreter present.

Our contact details:

- By email at gbimmigrationnz@gmail.com – subject line **COMPLAINT**
- In writing to GBI at PO Box 35195 Browns Bay 0753 AUCKLAND [For Attention – The DIRECTOR]
- By phone to GBI on +64210609053
- In person at GBI at 20 Clensmore Place Torbay Auckland, preferably by prior arrangement/appointment

Step 3 – The Immigration Advisers Authority

Should you not be satisfied with the Director’s final decision and consider any further dialogue with GBI to be futile, you should then contact the IAA [Immigration Advisers Authority] to lodge a formal complaint. Details of this complaint procedure is available on the IAA website <http://www.iaa.govt.nz/forms/complaint-about-adviser.pdf>

Contacting the Immigration Advisers Authority:

Website – www.iaa.govt.nz

Freephone (NZ Only) 0508 422 422

Phone (local and international) - +64 9 925 3838

Postal address PO Box 6222, Wellesley St, Auckland 1141, New Zealand

Director: G A A Burger Company Registration Number: 4520199 GST Registration Number: 111-977-135

Business Address: PO Box 35195, Browns Bay 0753, Auckland, New Zealand Physical Address: 20 Clensmore Place, Torbay 0630, Auckland, New Zealand

Mobile Phone: Int: +64 21 060 9053 NZ: 021 060 9053 Skype: GBImmigration

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