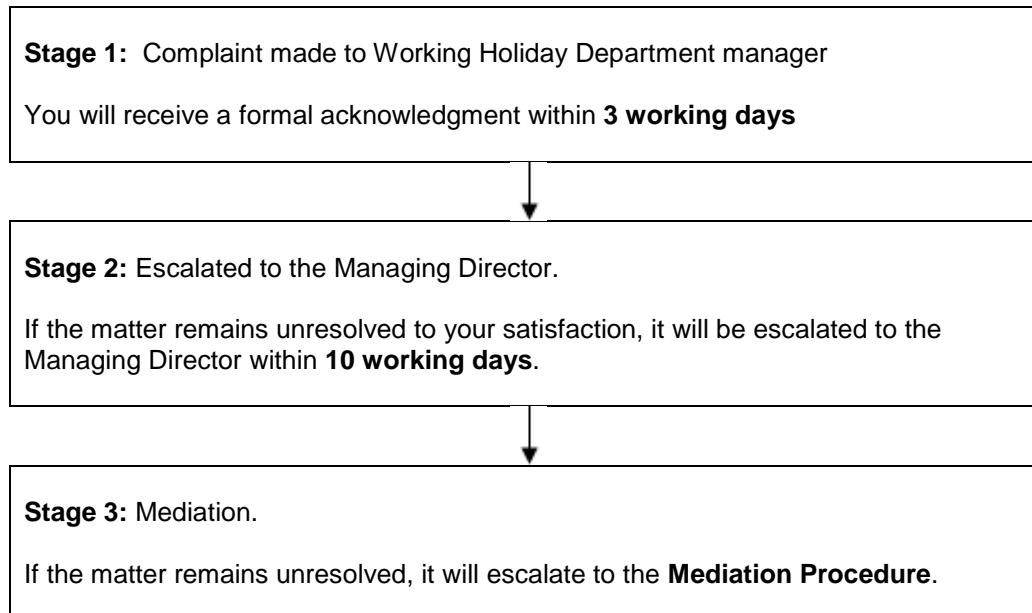


COMPLAINT & DISPUTE RESOLUTION

We have a three-stage complaint and dispute resolution procedure. Should you have a complaint or dispute, you are to direct a complaint in writing to the Working Holiday Department manager in the first instance. If your complaint/dispute is not resolved, it will progress through the stages as set out in the diagram below:



Mediation Procedure

Any dispute arising out of or in connection with this contract that has not been resolved through Stages 1 to 2 shall be referred to a mediator for resolution. Information about finding a dispute resolver/mediator will be provided to you if required..

The details of the complaints and disciplinary procedures that are outlined in the Immigration Advisors Licensing Act 2007 will also be provided to you. These procedures explain the process if you wish to make a formal complaint against your immigration advisor to the Immigration Advisors Authority in New Zealand. You will find the contact details for the Immigration Advisors Authority below

Immigration Advisers Authority
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