

Internal Complaints Procedure

[BRAIN MOBILITY)

2 Kehilat Venezia St, PO Box 53199 Tel- Aviv, ISRAEL

Email: info@brain-mobility.com

1. If at any time you have a complaint about any of the services that we have undertaken to provide to you in accordance with our written agreement, you may make a complaint to:
 - The licensed immigration adviser handling your immigration matter, YAIR OZ . He may be contacted by email at [**yairoz@brain-mobility.com**], by telephone at NZ[[+64 \(0\)4 488- 0075](tel:+64044880075)], ISRAEL [972-3-7630025] or in writing at PO Box 53199, 6153102 TEL-AVIV.
2. We will send you an acknowledgement of your complaint in writing within Five (5) working days of receiving it.
3. We would be happy to meet with you at any time to discuss the nature of your complaint, so that we can attempt to resolve it fairly and promptly between ourselves. You can bring any support person you wish to such a meeting.
4. We would also be happy to arrange a mediator to attend a meeting if you wish.
5. We will formally reply to your complaint within 5 working days of meeting with you, or receiving the full details of your complaint.
6. If you are not happy with our response to your complaint, and you feel that we have demonstrated one or more of the following grounds for complaint - negligence, incompetence, incapacity, dishonest and misleading behaviour, or have breached the *Licensed Immigration Advisers Code of Conduct* - you may complain to the Immigration Advisers Authority (the Authority).
7. A complaint made to the Authority must be in writing and specify the ground or grounds that form the basis of your complaint. You can use the [Complaint Form](#) which, together with other information on the complaints process, is available on the Immigration Advisers Authority website, at www.iaa.govt.nz, where you will also find the Authority's [contact details](#).