Talent Visa

Your Talent. Your Ticket

Internal Complaints Procedure -2026

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 director of Talent Visa, who will also be the licensed immigration adviser handling your immigration matter: Yair Oz
- Yair may be contacted by email at admin@talentvisa.com or by telephone at 972 50 9221970

2. We will send you an acknowledgement of the receipt of your complaint in writing within Five (5) working days of receiving your complaint.

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 have come with you to such a meeting.

4. We will formally reply to your complaint within 10 working days of meeting with you, or receiving the full details of your complaint.

5. If you are not happy with our response to your complaint, and your complaint is 'eligible' under the Immigration Advisers Licensing Act 2007, as set out below, you may send your complaint to the Registrar of Immigration Advisers (the Registrar) at the Immigration Advisers Authority (the Authority):

The Registrar of Immigration Advisers
Immigration Advisers Authority
52 Symonds Street, Grafton, Auckland
PO Box 6222, Wellesley Street, Auckland 1141, New Zealand

Phone: 0508 422 422 (within New Zealand)
Phone: +64 9 925 3838 (outside New Zealand).

6. Your complaint must be made in writing and specify the ground or grounds that form the basis of your complaint against us. You can use the Complaint Form provided by the Authority to make a complaint.

7. You can complain if you feel that we have demonstrated negligence, incompetence, incapacity, dishonest and misleading behaviour, or have breached the *Licensed Immigration Advisers Code of Conduct 2014.* These terms are further described in the Complaint PAGE which is available, together with other information on the complaints process, on the Immigration Advisers Authority website.