

How to make a complaint against Immigration NZ

This blog is intended to provide a brief outline about the complaint process against Immigration New Zealand (“INZ”)

In general, there may be two main reasons to make a complaint against INZ:

- Complaints about the standard of service or processes followed;

For example, INZ failed to give you an opportunity to respond to any concerns;

- Complaints about the merits of INZ’s decision

For example, you disagree with the decision made by Immigration on the basis that INZ did not consider the relevant factors in the application.

Complaints relating to the standard of service or processes should try to be addressed at the immigration level. INZ has a Client Complaint Resolution Process (CCRP) which has two stages;

- Complaints will be considered by the relevant Branch Manager;

- If this remains unsolved, the complainant can raise their concerns with the Deputy Chief Executive of Immigration.

The final option is making a complaint through the Ombudsman. However, we would recommend going through the CCRP before making a complaint to the Ombudsman.

We note that complaints about the merits of a decision by INZ will not usually be considered by the Ministry under the CCRP.

If the application is declined and you do disagree with the decision, then your options would be:

- Apply for reconsideration if you still have a valid visa. You will have 14 days to apply for reconsideration after receiving the letter of decline. We note that you do not have this right if you are applying from offshore if the application is for a temporary visa or if you are unlawful in NZ;

- While the CCRP does not consider complaints relating to the merits of the application, discussing the decision with an immigration manager may also be a practical option.

As per above, the final option would be to make a complaint to the office of the Ombudsman.

Each case will be considered on a case by case basis. Please contact Bradley or Rita if you would like further information.

Disclaimer: This publication is necessarily brief and general in nature. You should seek professional advice before taking any further action in relation to matters dealt with in this publication.

About the author

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