

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 our office by contacting us
  - by Emailing us at [info@JLmigration.com](mailto:info@JLmigration.com)
  - Writing to us at  
JL Migration  
1 Empire Tower Building,  
47th Floor, Unit 4703, (River6)  
South Sathorn Road,  
Yannawa, Sathorn, Bangkok 10120
2. We will send you an acknowledgement of the receipt of your complaint within two (2) 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. You are also welcome to bring a mediator to the meeting if you wish.
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 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 2014* - you may send your complaint to the Immigration Advisers Authority (the Authority).
6. Your complaint must be made to the Authority 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. The grounds for complaint are further described in the *Complaint Form* which is available, together with other information on the complaints process, on the Immigration Advisers Authority website [www.iaa.govt.nz](http://www.iaa.govt.nz)
7. Your complaint can be sent to the Authority at:

**The Registrar of Immigration Advisers**  
Immigration Advisers Authority  
52 Symonds Street, Grafton, Auckland  
Auckland 1141, New Zealand  
Phone: 0508 422 422 (within New Zealand)  
Phone: +64 9 925 3838 (outside New Zealand).  
Email: [info@iaa.govt.nz](mailto:info@iaa.govt.nz)