



DOIA 1718-0421

20 October 2017

Ryan Sanders  
fyi-request-6587-09d43034@requests.fyi.org.nz

Dear Ryan

Thank you for your email of 28 September 2017 containing an Official Information Act 1982 (the Act) request. You have requested the following information.

1. *How many Immigration Advisers have had their licence refused in 2015, 2016 and 2017 (Please separate the years)*
2. *How many Advisers have had their licences cancelled in 2015, 2016 and 2017 (Please separate the years)*
3. *How many Advisers have surrendered their licences in 2015, 2016 and 2017 (Please separate the years)*
4. *How many staff currently work for the Authority?*
5. *How many complaints have you received regarding advisers in 2017 so far?*
6. *How many active investigations do you have regarding the complaints laid against advisers? (No details, just the number)*

The table below sets out the answer to the first three questions. Please note that the Immigration Advisers Authority's reporting period is the financial year (1 July – 30 June).

|          | Licences Refused | Licences Cancelled | Licences Surrendered |
|----------|------------------|--------------------|----------------------|
| 2014/15  | 3                | 3                  | 3                    |
| 2015/16  | 4                | 5                  | 6                    |
| 2016/17  | 3                | 6                  | 14                   |
| 2017/18* | 2                | 1                  | 4                    |

\*as at 30 September

There are 12 dedicated staff currently working for the Immigration Advisers Authority.

We have received 22 complaints in the 2017/18 year (as at 28 September 2017). In the 2016/17 financial year we received 75 complaints.

At 28 September 2017, we had 51 active investigations regarding complaints laid against licensed immigration advisers.

You have the right to seek an investigation and review by the Ombudsman of our response to your request. Information about how to make a complaint is available at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone: 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Catherine Albiston', with a long horizontal flourish extending to the right.

Catherine Albiston  
Registrar of Immigration Advisers