



29 April 2026

J M

fyi-request-34288-9a8d01b0@requests.fyi.org.nz

DOIA-REQ-0030271

Tēnā koe J M

Thank you for your correspondence of 29 March 2026 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

I am writing to request information under the Official Information Act 1982 (OIA).

Please provide all relevant official information—including but not limited to internal policies, Standard Operating Procedures, Knowledge Base articles, "Advice to Staff" circulars, training modules, internal memos, legal frameworks, or any other documented guidance—that instructs or informs immigration officers on:

- 1. Handling Application Withdrawals: All information detailing how immigration officers must process and facilitate an applicant's request to withdraw their visa application at any stage before a final decision is recorded.*
- 2. Handling Requests for Pre-Denial Notification and Election: All information on how officers should handle explicit written requests asking for advance notice of an impending decline. Specifically, how officers are guided to respond when an applicant requests this notice to exercise an election (choosing between withdrawing or proceeding with the decline), and whether officers are permitted to ignore such requests if they are not framed as an immediate, absolute withdrawal.*
- 3. Fairness and Natural Justice: All information provided to immigration officers regarding the application of Fairness and Natural Justice in visa processing and decision-making.*
- 4. Processing Sequence and Unresolved Correspondence: All information on the mandatory steps an officer must take regarding unaddressed correspondence (such as a request for pre-decline notification) before officially recording a decline decision in the AMS/ADEPT system. Are officers permitted to finalize a decline while such a request remains unacknowledged on the file?*

I am writing to advise you that MBIE has decided to extend the period of time available to make a decision on your request under section 15A(1)(a) of the Act, as the request necessitates a search through a large quantity of information and meeting the original time limit would unreasonably interfere with the operations of MBIE.

As such, a proper response cannot reasonably be made within the original time limit. MBIE will notify you of a decision on your request no later than 27 May 2026.

You have the right to seek an investigation and review by the Ombudsman of our decision to extend the time limit. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'E.H.', with a long horizontal stroke extending to the right.

Ethan Herbert
Senior Advisor, Ministerial Services
Office of the Deputy Secretary Immigration
Immigration New Zealand
Ministry of Business, Innovation & Employment