

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(11) Program 1.1: Visa and Migration

Senator Cash asked:

What processes does DIAC have in place to investigate unwarranted or vexatious complaints about agents from DIAC staff?

Answer:

In the first instance, complaints by DIAC officers regarding migration agents are directed to the Migration Agents Section of the Department. A preliminary assessment is undertaken addressing matters such as: assessing the individual circumstances of the complaint; if there have been other relevant complaints from DIAC officers; and whether further clarification or information is needed. When considered warranted, the complaint will be referred to the Office of the MARA for their consideration and action as appropriate.

Where referral to the Office of the MARA is not warranted, the matter is returned to the originating areas and guidance provided on how the issue may be handled at a local level. Alternatively, the identified behaviour of concern may be raised directly with the agent by the Migration Agents Section seeking to prevent future escalation of the issue.

Should an agent feel aggrieved that a complaint has been raised against them, he or she may lodge a complaint with the Department's Global Feedback Unit.