

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL BUDGET ESTIMATES HEARING: 13 FEBRUARY 2012**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(AE12/0276) Program 3.1: Border Management**

Senator Cash asked:

Has the department been made aware of any complaints by clients who claim to have used a Service Delivery Partner (SDP) but claims that the application was not lodged?

*Answer:*

VFS Global operates Visa Application Centres in sixteen locations. Since the first Visa Application Centre opened in December 2010, the Department of Immigration and Citizenship (DIAC) has received one complaint from a client who claims that further documents which were received after the application was lodged were not forwarded by VFS Global in New Delhi to the DIAC visa office for processing.

The matter was satisfactorily resolved.