

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0149) PROGRAM – Migration Review Tribunal and Refugee Review Tribunal

Senator Cash (Written) asked:

How many complaints have been received in relation to the MRT and RRT in the financial year to date? What is the basis of those complaints?

Answer:

There were 12 complaints lodged in the period from 1 July 2012 to 31 January 2013. Of these, five complaints related to the conduct of the review process, five complaints concerned the decision outcome; one related to the tribunal policy on not using interpreters who are also registered migration agents and the other concerned the timeliness of review.

The basis of the complaints relating to the conduct of the review processes was as follows: handling of personal information; conduct of a hearing and quality of interpretation; making a decision without first requesting further information; conduct of hearing and errors in decision record; and the nature of questions posed at hearing.