

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 27-28 May 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE13/0217) PROGRAM – Internal Product

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 22 complaints lodged in the period from 1 July 2012 to 30 April 2013. Of these, 14 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 two concerned the timeliness of reviews.

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