

**QUESTION TAKEN ON NOTICE**

**SUPPLEMENTARY BUDGET ESTIMATES HEARING: 21 OCTOBER 2008**

**IMMIGRATION AND CITIZENSHIP PORTFOLIO**

**(4) Output : Internal Product**

Senator Barnett (L&CA 7) asked:

What was the longest time period taken to deal with a complaint?

*Answer:*

During the financial year 1 July 2007 to 30 June 2008 there was one complaint that took 669 days to finalise. This complaint represents the longest time spent to finalise a complaint during the period.