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January 15, 2016

Via email: mike.macdonald@cic.gc.ca

Mike MacDonald
Director General
Operational Management and Coordination
Immigration, Refugees and Citizenship Canada
365 Laurier Avenue West
Ottawa, ON K1A 1L1

Dear Mr. MacDonald:

Re: Procedural and Client Service Issues

I am writing on behalf of the Immigration Law Section of the Canadian Bar Association (the CBA Section), about ongoing procedural and client service issues experienced by our members when using the online services and portals provided by Immigration, Refugees and Citizenship Canada.

We are requesting an emergency meeting or call to discuss the following:

- Webform inquiries not being reviewed and/or forwarded to the office handling the case;
- Applications filed via the Representative Portal having requests for additional documents to be submitted mid-processing, yet not opening ports for the documents to be uploaded; and
- Case Review taking 30 days or more to respond to enquiries.

We are compiling a list of related issues and examples from CBA Section members to further illustrate the systemic issues, which we will send to you at a later date for further discussion.

These technical and client service issues have resulted in numerous cases being closed or refused due to “incomplete” applications or for a “failure to provide requested documents,” when documents have been provided via the webform or portal (and often via an additional back-up method, such as courier or email to the responsible office). The additional documents are simply not being properly reviewed, noted or matched up to the in-progress application.

In the meantime, people are out of work, damages are accruing, and there is no simple or expeditious way to resolve issues that stem from inefficiencies and problems with IRCC’s tools and service options.

We would like to discuss these problems to better inform CBA Section members on how they might mitigate these problems, and to learn how your office is working to improve client services. We understand from prior consultations and presentations at our national conference and recent Ottawa meetings that client service is a key initiative for your office, and we would welcome the chance to work with you to resolve these critical issues.

Please contact me at your earliest convenience to arrange a meeting or call.

Yours truly,

(original letter signed by Eugene Oscapella for Stéphane Duval)

Stéphane Duval
Chair, CBA Immigration Law Section