



November 18, 2021

Via email: Tammy-Lynn.Romain@cic.gc.ca

Tammy-Lynn Romain
Assistant Director, Immigration Program Guidance
Immigration, Refugees and Citizenship Canada
360 Laurier Avenue West
Ottawa, ON K1A 1L1

Dear Ms. Romain:

Re: Survey of IRCC Responses to Representative Status Inquiries

The Immigration Law Section of the Canadian Bar Association (the CBA Section) recently surveyed its members to collect feedback on their experiences using available means of communication with Immigration, Refugees and Citizenship Canada (IRCC) while representing applicants. We are sending the survey results to you in the hope that they may assist IRCC in evaluating and improving its client communication mechanisms.

The Canadian Bar Association is a national association of 36,000 members, including lawyers, notaries, academics and students across Canada, with a mandate to seek improvements in the law and the administration of justice. The CBA Section is comprised of over 1,200 lawyers, practicing in all aspects of immigration law and rendering professional advice and representation in the Canadian immigration system to clients in Canada and abroad.

The survey results can be found in attachment. 110 respondents took the opportunity to comment on their experiences. We have summarized here some prevalent trends.

Interactions with Visa Posts

The majority of respondents said they send both an email to the general visa post generic email address and a webform inquiry when attempting to reach IRCC to discuss overseas applications. The overwhelming majority reported dissatisfaction with the experience because the responses did not answer their inquiry. Half of those who responded also noted that they did not receive any acknowledgement of receipt within 30 days of submitting their inquiry.

Interactions with Case Review Teams

Only a third of respondents said that they reach out to the Case Review team when dealing with urgent matters. Most of those who reported using this service found the Case Review team to be, at best, somewhat responsive. When a response is received, it is often unhelpful, stating either that the Case Review team has no authority to intervene and referring to the issue back to the visa office without intervention.

Interactions with Program Managers

Some respondents said that they tend to reach out to the Program Manager for assistance and reported that overall the Program Manager was responsive to their queries. However, this experience varied across different Visa Offices.

Perhaps one of the most informative data points is the reason the respondents gave for reaching out to IRCC for an urgent response related to a visa office application. The overwhelming majority of respondents listed two main reasons: 1) processing times had seriously been exceeded; and 2) some error had been made.

Interactions with Case Specific Enquiry

More than half of the respondents said that they often send a Case Specific Enquiry (CSE) about applications pending in Canada and they found the CSE team to be responsive. Unfortunately, respondents found the responses unhelpful, as they tended not to answer their query or a new Use of Representative form was requested when a valid one was already on file with IRCC. Overall, the respondents found the CSE team responsive and helpful when they used this channel to submit new information or documents, but not when used to request urgent processing. In the latter instance, they found CSE either did not give any answer or gave an answer too late to be useful.

The CSE team was also found somewhat responsive and not very helpful with communications reporting an error or requesting reconsideration. Again, the reason cited is that the response was either not given or was given too late.

Interactions with the IRCC Call Centre

The IRCC call centre was nearly unanimously considered to be unhelpful, with the majority of respondents stating that they use it only rarely to ask for updates on files. The most commonly cited reasons for dissatisfaction were long wait times and the lack of helpfulness once they manage to get through to an operator.

Receiving Communications in Error

A number of respondents reported receiving communications in error from IRCC. This is a serious breach of confidentiality and privacy. We recommend that IRCC establish a dedicated email for representatives to report these occurrences, so the correct applicant is not prejudiced by the delay in receiving the notice and steps can be taken to mitigate breaches of privacy. It would also help to relieve representatives of the work involved in ensuring that the correct applicant receives the intended communication, although not engaged to act for that individual.

The data offered by this survey offers insight that could inform process improvements and facilitate better use of valuable government resources. In particular, it shows that legal representatives are using multiple means of communication with IRCC on a single issue. This is an inefficient use of IRCC resources. A protocol and standards for inquiries and timely responses on specific issues can, and should, be developed collaboratively by lawyers and IRCC, with a view to improving client satisfaction and reducing costs and time spent by both lawyers and IRCC staff. The CBA Section would be pleased to work with IRCC to this end.

We would welcome the opportunity to meet with you to discuss these findings and and possible solutions for improving IRCC communications with lawyers.

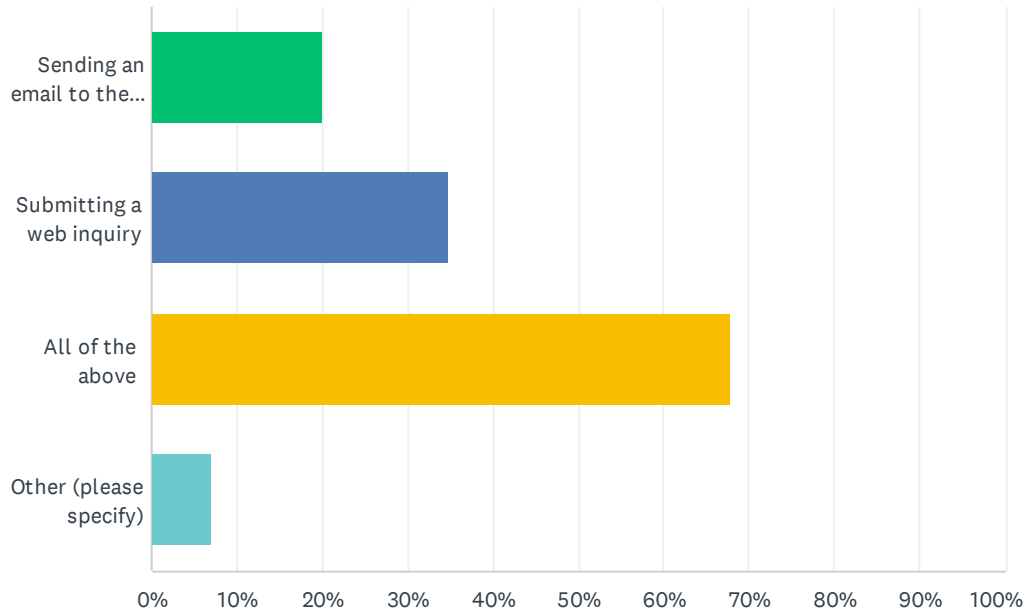
Yours truly,

(original letter signed by Véronique Morissette for Kyle Hyndman)

Kyle Hyndman
Chair, Immigration Law Section

Q1 How do you normally communicate with IRCC when dealing with overseas applications?

Answered: 115 Skipped: 0

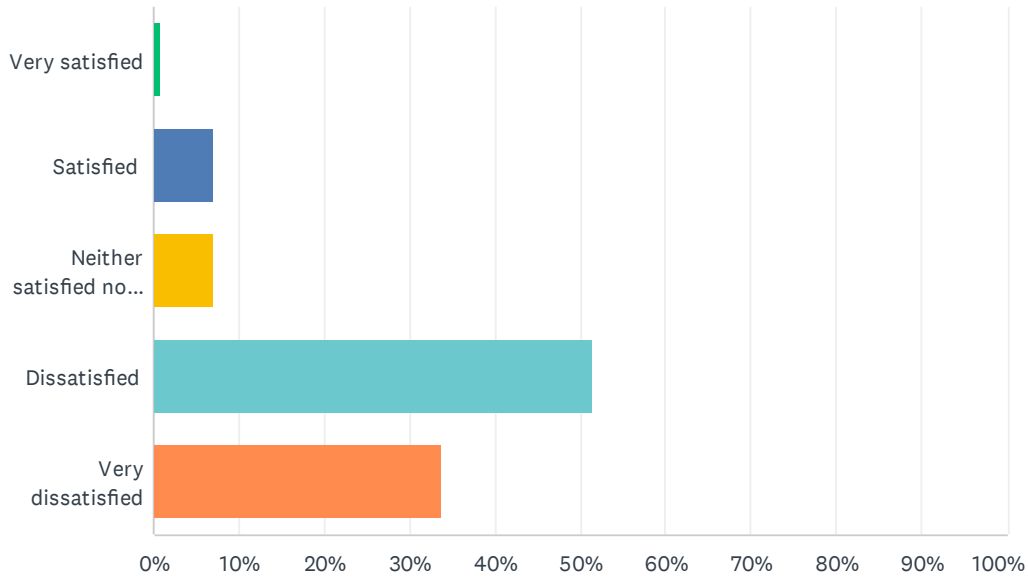


ANSWER CHOICES	RESPONSES
Sending an email to the general visa post generic email address	20.00% 23
Submitting a web inquiry	34.78% 40
All of the above	67.83% 78
Other (please specify)	6.96% 8
Total Respondents: 115	

#	OTHER (PLEASE SPECIFY)	DATE
1	Emails to case management and/or program manager if need to escalate	9/29/2021 4:20 PM
2	For serious delays/urgent issues I also write to NHQ	9/24/2021 8:54 AM
3	Sometimes I try to send an email to the program manager if urgent and other means have not worked	9/16/2021 12:51 PM
4	I start with the webform, may then go to the VO generic address copying the Program Manager, sometimes need to elevate to Case Management or similar for assistance	9/15/2021 10:43 AM
5	all the above + specific contact details that may have been provided by IRCC/visa office before	9/12/2021 1:42 AM
6	Any specific email address if lucky to have one.	9/11/2021 2:54 AM
7	Calling the Client Support Centre	9/10/2021 12:53 PM
8	Email to the program/office manager	9/10/2021 12:36 PM

Q2 How satisfied are you with the responses received to the web inquiries that you have submitted?

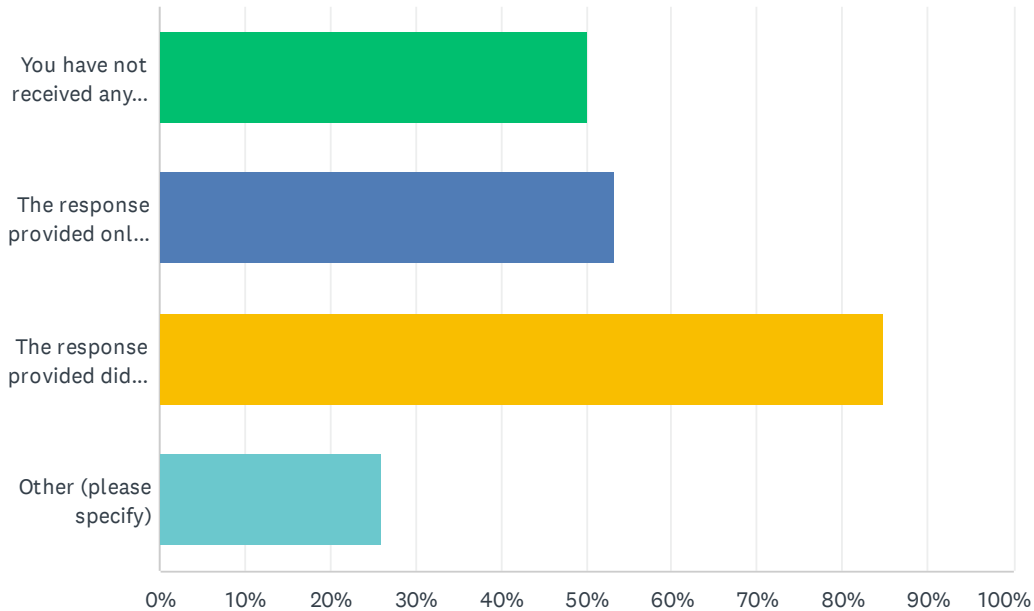
Answered: 113 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	0.88%	1
Satisfied	7.08%	8
Neither satisfied nor dissatisfied	7.08%	8
Dissatisfied	51.33%	58
Very dissatisfied	33.63%	38
TOTAL		113

Q3 Why were you not satisfied with the responses received to the web inquiries that you have submitted? (Please check all responses that apply)

Answered: 92 Skipped: 23



ANSWER CHOICES	RESPONSES	
You have not received any acknowledgement of receipt within 30 days of the submission of your web inquiry.	50.00%	46
The response provided only partially answered your inquiry.	53.26%	49
The response provided did not answer your inquiry.	84.78%	78
Other (please specify)	26.09%	24
Total Respondents: 92		

#	OTHER (PLEASE SPECIFY)	DATE
1	Responding that you only care about refugees from Afghanistan is deplorable. Every file should be important and agreeing to bring in refugees is not a reason to not service other paying clients	9/28/2021 2:39 PM
2	My role as a representative is not recognized and often requires me to re-submit a Use of Representative	9/26/2021 4:42 PM
3	The responses told me to submit a use of representative form and/or provide client information that had already been provided.	9/24/2021 4:49 PM
4	Thru computer generated letters	9/24/2021 9:56 AM
5	Responses are slow, or non-existent. With the new bounceback email it's unclear whether web inquiries are being answered at all. leaving clients and counsel in the dark with very few other reliable means of communication.	9/24/2021 8:56 AM
6	Sometimes i never receive an answer or asked to submit new IMM 5476 form	9/23/2021 11:27 PM
7	Automatic Message	9/23/2021 8:45 PM

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8	They don't address your inquiry. And take a long time	9/23/2021 8:07 PM
9	Provide standard response without addressing the query posed	9/23/2021 7:39 PM
10	Responses often only partially answered the inquiry or did not provide any substantive response to the inquiry altogether. Responses are typically generic.	9/23/2021 7:39 PM
11	Usually just a stock answer with nothing addressing the specific issue	9/16/2021 12:52 PM
12	The responses are so generic in nature and often do not in any way relate to the content of the webform. At times, four generic, unhelpful replies will be sent to the same webform, three of which will tell me my webform has already been responded to. This seems like such a waste of time and resources for all involved	9/15/2021 10:45 AM
13	Frequently told that I am not the rep on file DESPITE THEM SENDING AN INITIAL REQUEST TOE ME AS REP.	9/12/2021 11:51 PM
14	I have also sent enquiries that end up being ignored that require re-submission many times to many visa offices, including for urgent matters.	9/12/2021 8:44 PM
15	The response is generally, application is in process. Example, I have had a work permit/TRP in process since March 2020. worker has no MSP, driver's license, credit card and IRCC doesn't care. it is maddening that it app like this sit on someone's desk for 19 months with no action.	9/10/2021 1:31 PM
16	Continual refusal to answer on basis of some part of use of rep form being incomplete (even when not actually the case)	9/10/2021 1:29 PM
17	Very delayed response	9/10/2021 1:01 PM
18	The response was that I am not the representative on file, notwithstanding that a Use of Rep is properly submitted.	9/10/2021 12:41 PM
19	The response was a form response not applicable to my query	9/10/2021 12:37 PM
20	It often seems that my message was not read by a human - I get stock reponses more suited to the public than to counsel.	9/10/2021 12:17 PM
21	Confirming documents and information forwarded to processing office, which in turn states it was never received. We expect that it is more likely than not that the processing officer will not see what was sent to the CSC webform.	9/10/2021 12:11 PM
22	all of the above at various times - and sometimes my appointment as authorized rep is disputed	9/10/2021 12:05 PM
23	Some offices answer and others don't. No consistency	9/10/2021 11:56 AM
24	No response whatsoever.	9/10/2021 11:53 AM

Q4 Please summarize in bullet points form some examples of responses received from web inquiries.

Answered: 71 Skipped: 44

#	RESPONSES	DATE
1	Using the Webform is good for adding documents to an application, but that's it. There is very rarely a substantive answer to any question asked.	10/1/2021 5:34 PM
2	- "Thank you for your inquiry, your application is being processed" as an answer where a specific question is asked. - "It seems your issue has been resolved" when the answer comes many months after the inquiry - "we need a new 5476" when we are already on file and have been asked to provide additional documents	9/30/2021 1:51 PM
3	Generally I find overseas better than the in-Canada responses. It's rare that I get a response taking issue with my authority as representative. My biggest complaint with overseas is that you sometimes get no response at all.	9/29/2021 4:21 PM
4	-We will only respond if you're a refugee from Afghanistan- -We can't find your Use of Rep - Your file is still in progress, we can't tell you anything	9/28/2021 2:39 PM
5	-generic response that has nothing at all to do with my inquiry (sending me to websites that detail how an application works) -requests for a new use of rep or a note that I am not the rep on file	9/26/2021 4:42 PM
6	- Acknowledgement received and then no follow up at all resulting in more webforms and e-mails to the general enquiry line.	9/25/2021 11:34 AM
7	Generic/automated responses are unhelpful, but when they are followed by case-specific responses/answers, that is helpful (although not every enquiry gets a case-specific answer)	9/24/2021 5:00 PM
8	- The information you provided does not match the information on file [even though it does] - You are not the representative on file [even though I am]	9/24/2021 4:51 PM
9	- not being recognized as appointed representative - response to my question is a template answer that is irrelevant to the situation - agent exhibiting poor understanding of the material issues in my enquiry	9/24/2021 4:48 PM
10	- No response for Accra visa office and London - partial response stating a generic messages regarding the COVID-19 pandemic and the reasons for the delay. - No time frame is ever provided for applications that have been in process for more than two years	9/24/2021 2:59 PM
11	- often there is no response - the response provide zero substantial information	9/24/2021 12:26 PM
12	No record of file You are not the rep Answer unrelated to subject	9/24/2021 12:04 PM
13	- advising that I am not counsel on file, even if there is already a IMM5476 on file and have communicated with me in the past - generic response that does not answer the question - asking for a new IMM5476 when the application is in portal	9/24/2021 12:02 PM
14	boilerplate. Did not Address the question only gave excuses for not processing – Covid/Afghanistan. do not ask difficult questions I mainly want solutions to IRCC processing deficiencies for example applications in process for 11 months that should take 2 weeks under GSS, excluding a dependent child from an application etc.. There's no reason for not giving a substantive answer	9/24/2021 11:53 AM
15	Due to covid.. Due to volumes of inquiries..	9/24/2021 10:00 AM
16	Bounceback email discouraging communication, no response, or no response but an action taken that one can only assume is in response to the query. basically, it's a black hole, but you keep hoping someone is reading it.	9/24/2021 8:56 AM
17	- no response received from visa offices	9/24/2021 8:19 AM

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18	A simple acknowledgement of the email but no answer to the questions asked.	9/24/2021 4:18 AM
19	- expect delays due to Covid pandemic - limited capacity - still within normal processing times hence won't receive response - will not respond because inquiry is not in IRCC's current priority	9/23/2021 11:32 PM
20	- generic response some time - often no response - often useless response	9/23/2021 11:29 PM
21	- we are directing all our resources to support Afghanistan - use of rep form is more than 90 days old	9/23/2021 10:50 PM
22	"thank you for your inquiry, we confirm receipt and passed it on the responsible visa office" - this response is received in over 90% of inquiries regardless of what the inquiry was about - useless apart from acknowledging receipt or "we require further information, such as name of the applicant, date of birth, UCI, country of birth, application number, etc." - while all the information relevant/known has been already been provided. This response does not indicate why they require this info again or seem to indicate that no one actually read the content of the inquiry explaining why some information may not be available	9/23/2021 10:26 PM
23	The replies to the IRCC webform inquiries usually do not address the inquiries.	9/23/2021 9:45 PM
24	Generic responses not related to the specific questions asked.	9/23/2021 8:57 PM
25	Generic responses or no response	9/23/2021 8:22 PM
26	standardize response without reading the inquiry	9/23/2021 7:50 PM
27	Sometime I get specific answers. Sometime I get generic answers like "it is delayed due to COVID-19". One time Mexico visa post replied within 2 hours when we urgently require an updated biometric request for client in Russia for biometric for Cuba. That was memorable...	9/23/2021 7:43 PM
28	Typical responses are generic responses such as, "...can confirm the application is still in process..." when we have asked for a more detailed status update or clarification about delays. I will say that for a period of time, I did have some positive experiences with responses but really only with very simple procedural matters such as acknowledging receipt of a document.	9/23/2021 7:43 PM
29	-IRCC is currently processing the application	9/23/2021 7:40 PM
30	Received general response and NOT specific inquiry	9/23/2021 7:37 PM
31	We have it and we are working on it. Afghanistan is taking all resources so we cannot ask for it.	9/16/2021 1:09 PM
32	- very busy - Afghanistan - can't locate/haven't opened file - can't provide information on status - expect delays - something completely unrelated to the request	9/15/2021 2:47 PM
33	The most frustrating is when they don't respond to the inquiry at all and ask you to take actions that are not relevant or helpful.	9/15/2021 9:12 AM
34	most of the times, the responses only provided information listed on the IRCC website and was not really helpful for the specific application	9/13/2021 5:57 PM
35	Boiler plate responses asking for information already provided.	9/13/2021 3:22 PM
36	- confirmation that application is in process (with no further information as to its status) - cannot confirm that you are counsel	9/13/2021 10:46 AM
37	1. Very generic responses without addressing the specific issue or question. At times, illogical responses; 2. Often, agents do not recognize our use of rep. form although they have communicated with us in the past, even when they initiated correspondence with us. 3. Offering not helpful, practical or logical solutions; i.e: advising we contact the visa office whereas visa office requests we submit a web inquiry.	9/13/2021 3:57 AM
38	Generic message saying they do not have proof I am rep on file, despite my webform being in response to a request IRCC sent TO ME AS REP.	9/12/2021 11:52 PM
39	- Generic reply regarding COVID -Recently generic reply regarding Afghanistan	9/12/2021 10:57 PM
40	-The application is currently with CPC Edmonton	9/12/2021 8:45 PM
41	- Most of the time (95%+) I receive form responses with generic information, or no response at all.	9/12/2021 8:45 PM

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42	- issues with my middle name being used in my Use of Rep forms so not corresponding (apparently) with my law society registration. -seemingly ignoring the request or questions asked and saying something generic that clearly does not address the concern or acknowledge the topic -saying that I used the same phone number on another file so they will not acknowledge the representative status (this makes no sense because I use the same number on all files)	9/12/2021 7:48 PM
43	automated messages acknowledging the receipt of my query, stating the estimated wait-time to receive a response, etc.	9/12/2021 1:43 AM
44	- You are not recognised as the representative - The IMM5476 was signed over 90 days ago - We have received your application and it is under processing but not providing the file number. - Just not answering the question at all. - Submitting documents and being told "if you want to submit documents please send them again" - Please write to us again filling in all the info, which I did. - ...	9/11/2021 2:57 AM
45	Failing to acknowledge we are third party representative when the email address on the file is that of legal counsel; Advising that they will not respond to inquiries.	9/10/2021 3:53 PM
46	General email reply about pandemic delays (totally irrelevant) when we had provided additional document or given notification of change related to an application. General email saying application is in process where a decision had been made. It's impossible to get any sort of meaningful response other than a confirmation of receipt of documents or information. Anything else results in a general reply that makes no sense to the question or issue raised.	9/10/2021 3:45 PM
47	Generally, I find that the answers do not directly answer questions and that the only use of the platform is to send in updated materials	9/10/2021 2:49 PM
48	The general standard COVI-19 delays and inconsistent application of rules for processing of work permits from outside Canada by various visa offices. Abu Dhabi visa office is the worst.	9/10/2021 1:35 PM
49	-documents received -officer will be advised -file has been updated	9/10/2021 1:34 PM
50	Usually nothing happens with web inquiries other than a response to say application is processing.	9/10/2021 1:31 PM
51	You are not a rep on the file Use of rep has expired We cannot find your file in the system It takes too long to even receive a reply or response	9/10/2021 1:26 PM
52	- Inquiry is not a priority - Inquiry is transferred to the responsible office with no other feedback - they answer that the file will be reviewed shortly with no other feedback	9/10/2021 1:23 PM
53	-incorrect statements such as documents already submitted	9/10/2021 1:13 PM
54	- No responses. - Automatic response which is not pertinent to the message. - Refusal to process web inquiries when the application is approved even though we still require IRCC's assistance (Ex.: letter of approval issued with error on name, application cancelled with no letter of explanation). - Standard response re: Afghan crisis	9/10/2021 1:08 PM
55	- We deal with many VO's, including but not limited to: Manila, Singapore, New Delhi, Nairobi and LA - My main issue is inconsistency. It is a pleasure to deal with LA, for example. Quick, easy and clear - Other Visa Offices are like black holes. We get boilerplate replies that are devoid of content	9/10/2021 1:04 PM
56	- Confirm that Rehab application was received and inform me of file number; - Confirm receipt of IMM5476 form; Generally, once in contact with the visa office directly, communication is much clearer, more pertinent, and helps move the file forward.	9/10/2021 12:57 PM
57	They simply didn't understand the question or situation.	9/10/2021 12:54 PM
58	- No response to Webform or email inquiries - Generic response for Webform or email inquiries	9/10/2021 12:54 PM
59	- Can't confirm rep on file despite having been on file since the beginning - Acknowledgment of message received with no reply to the actual enquiry	9/10/2021 12:49 PM
60	Generic responses that do not any relation to questions asked or requests for status updates.	9/10/2021 12:49 PM
61	- Thank you for contacting Immigration, Refugees and Citizenship Canada (IRCC). We have received the Use of representative (IMM 5476) form; however, there seems to be a discrepancy between the answer provided for question 3 on the form and the information	9/10/2021 12:47 PM

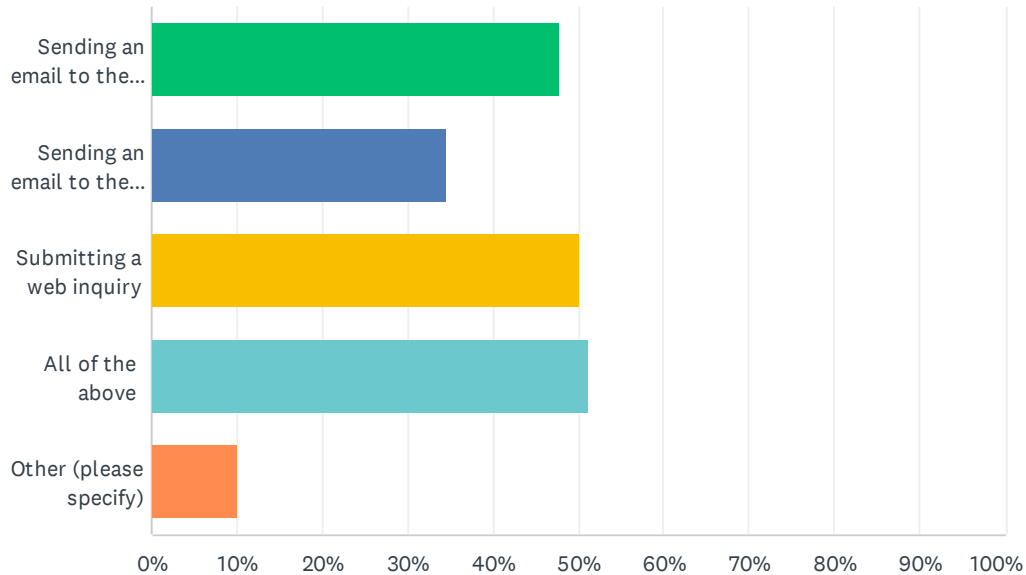
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included in the Web form. - We have received your request to add the Use of representative (IMM5476) form, however, some information requires further clarification. In order to assist you, please fill out the IRCC Web form available on our website and upload a newly completed form.

62	Your application is still in process. You are not listed as a representative (when I have attached a use of rep or it should be on file).	9/10/2021 12:42 PM
63	- no response - no response despite repeated submissions - delayed response after matter has already been resolved - generic response does not address inquiry - response addresses inquiry	9/10/2021 12:37 PM
64	- application in process - covid delays - no answer at all	9/10/2021 12:25 PM
65	Generic response: your application is process and what you gave us has been forwarded to the processing office. The following has improved but still occurs: there is no evidence you are the representative on file. We cannot confirm that you are a member in good standing of your law society (and yet I do onto the law society website and I am still listed the same as always.	9/10/2021 12:13 PM
66	No clear response	9/10/2021 12:10 PM
67	- no auto-reply on receipt - dispute my appointment as rep despite signed forms on file - sometimes confirmation that documents placed on the file	9/10/2021 12:07 PM
68	No response is fairly common. Others say "received communication, adding to file", yet there was a request for information within request. Others clearly ignored communication, for example I would write 'we have done X to get resolution and could not resolve issue.' We would get a response saying "do X."	9/10/2021 12:05 PM
69	sometimes very prompt replies when communicating by email often short and to the point	9/10/2021 12:00 PM
70	- providing generic, form answers that don't address the enquiry - repeating requests that ignore information already provided or requests for information we've already advised is unavailable	9/8/2021 11:28 AM
71	The application is delayed by COVID-19.	8/25/2021 6:11 PM

Q5 How do you usually communicate with IRCC when dealing with an urgent matter? (Please check all responses that apply)

Answered: 90 Skipped: 25



ANSWER CHOICES	RESPONSES
Sending an email to the general visa post generic email address	47.78% 43
Sending an email to the program manager	34.44% 31
Submitting a web inquiry	50.00% 45
All of the above	51.11% 46
Other (please specify)	10.00% 9
Total Respondents: 90	

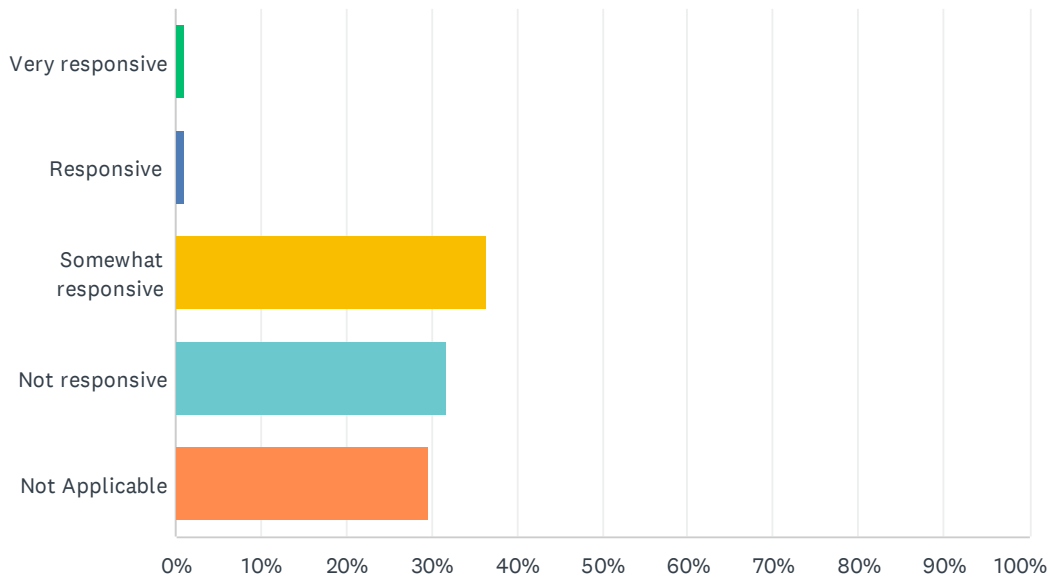
#	OTHER (PLEASE SPECIFY)	DATE
1	All of the above + Case Management and maybe MP involvement if there's a sponsor or family member in Canada involved	9/29/2021 4:22 PM
2	It would be helpful to have the manager's contact information for urgent matters, that information is VERY difficult to come by	9/25/2021 11:35 AM
3	Employer's dedicated IRCC account manager	9/23/2021 7:40 PM
4	Call the IRCC contact centre	9/13/2021 5:58 PM
5	Would send emails to program managers, but this information is very hard to come by and is only available through word of mouth with other lawyers. More often I have clients contact MPs to try and pull political strings, along with my advocacy via email/webform, to get urgent matters to someone's attention.	9/12/2021 8:46 PM
6	It depends if I have an email address for this processing center, if I even know where the application is being processed as we hardly receive AORs, if I know who is the PM as there is no official list.	9/11/2021 2:58 AM

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7	I have not had to do this for some time.	9/10/2021 2:50 PM
8	Member of parliament, call to helpline	9/10/2021 1:09 PM
9	Sent email to Case Review email address	9/10/2021 12:38 PM

Q7 Based on your experience, how responsive is the Case Review team?

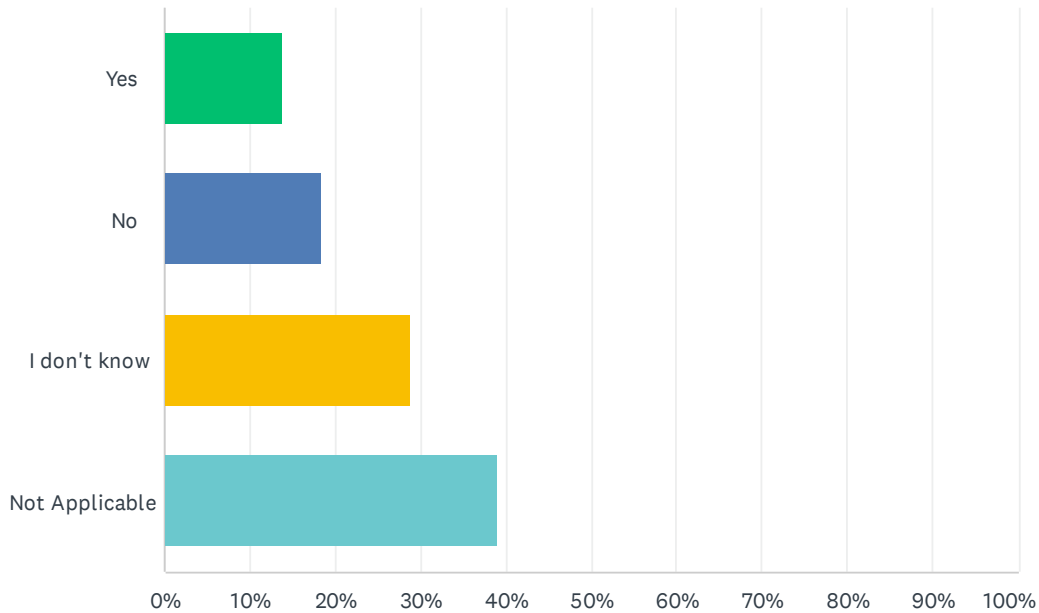
Answered: 88 Skipped: 27



ANSWER CHOICES	RESPONSES	
Very responsive	1.14%	1
Responsive	1.14%	1
Somewhat responsive	36.36%	32
Not responsive	31.82%	28
Not Applicable	29.55%	26
TOTAL		88

Q8 Have you noticed any patterns in the communications with the Case Review Team? For example, the Case Review has only been responding to you if the litigation is imminent.

Answered: 87 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	13.79%	12
No	18.39%	16
I don't know	28.74%	25
Not Applicable	39.08%	34
TOTAL		87

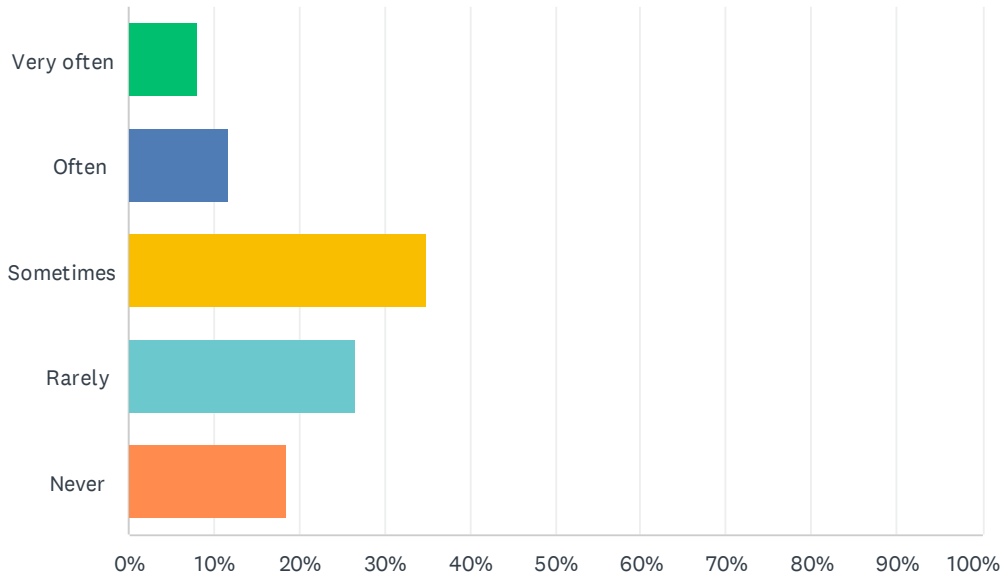
Q9 Please explain briefly what are the patterns that you have noticed in the communications with the Case Review Team.

Answered: 12 Skipped: 103

#	RESPONSES	DATE
1	They most often say they cannot intervene when they could, they just opt not to and then they stop responding.	9/28/2021 2:40 PM
2	General unwillingness to set things right, even where plainly obvious error. Pushing back to the visa office without intervention	9/24/2021 8:57 AM
3	does not respond to applications oversea	9/23/2021 7:51 PM
4	I can't recall specifically for now	9/23/2021 7:44 PM
5	Needs to be obvious and outrageous for them to get involved.	9/10/2021 3:48 PM
6	A year ago, there was always action - the case review team would forward to visa office or officer and there would be movement or progress on a file. Now the standard response is that they are not a processing office and to use the webform which is pretty much useless.	9/10/2021 1:32 PM
7	They rarely intervene to correct an issue and typically defer to whatever it is that IRCC officers are doing.	9/10/2021 12:40 PM
8	Yes, the pattern is that they do not deal with the matter and answer your questions. They only say they referred the matter to the processing office. But it is precisely that the responsible office is not providing substantive responses (or no response at all) that you are contacting case review.	9/10/2021 12:28 PM
9	Case Management used to be terrific and responsive but that changed roughly four years ago. I now expect it to state that it cannot assist unless I send an issue that is media or federal court worthy (and that might get a response in a small minority of cases). For the most part, I have given up. We can just go straight to the media or federal court and not cause delay by asking Case Management for help and getting an indifferent reply after weeks have passed.	9/10/2021 12:17 PM
10	They just back the officer without engaging meaningfully and then I win at fed court anyways	9/10/2021 11:57 AM
11	File mandamus is only way to get a response	9/10/2021 11:56 AM
12	Rarely actually dealing with the matter, or claiming that it is beyond their ability to assist.	9/10/2021 11:54 AM

Q10 How often do you reach out to the Program Manager when dealing with urgent matters?

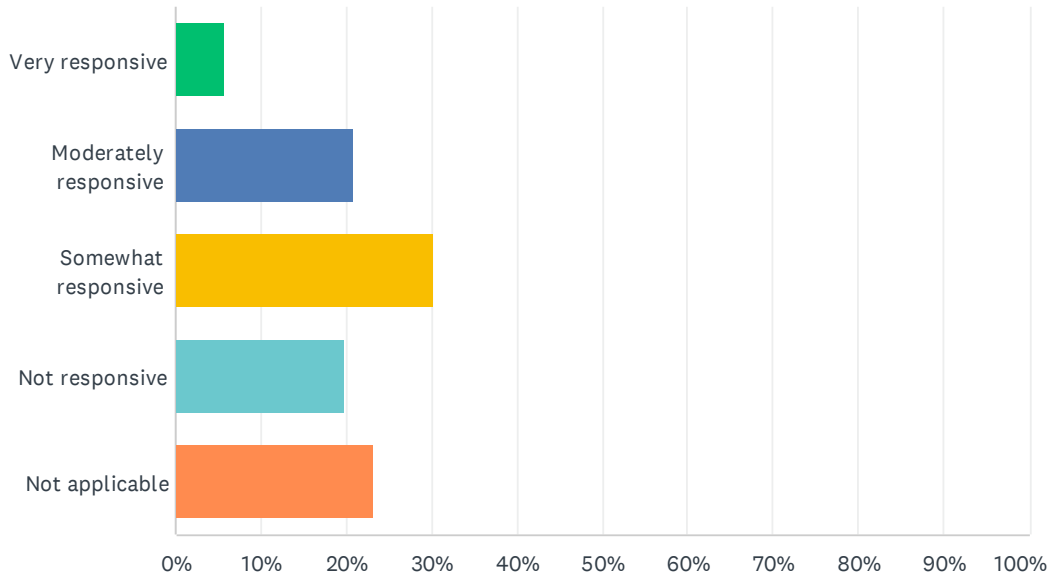
Answered: 86 Skipped: 29



ANSWER CHOICES	RESPONSES	
Very often	8.14%	7
Often	11.63%	10
Sometimes	34.88%	30
Rarely	26.74%	23
Never	18.60%	16
TOTAL		86

Q11 Based on your experience, how responsive were the Program Managers?

Answered: 86 Skipped: 29



ANSWER CHOICES	RESPONSES	
Very responsive	5.81%	5
Moderately responsive	20.93%	18
Somewhat responsive	30.23%	26
Not responsive	19.77%	17
Not applicable	23.26%	20
TOTAL		86

Q12 Please list the Visa Offices that you would describe as very responsive (if any).

Answered: 63 Skipped: 52

#	RESPONSES	DATE
1	Amman, New York, Mexico	9/29/2021 4:23 PM
2	New York	9/28/2021 2:40 PM
3	The previous questions don't give room for my real response - What is the case review team?? My colleagues and I never seem to come across this team - can we have more information made publicly available on how to contact them. I do not contact managers because most of the time I can't find them. It would be a wonderful step forward to allow representatives to reach out to all program managers on urgent matters.	9/25/2021 11:38 AM
4	Pretoria Lima	9/24/2021 5:07 PM
5	Switzerland, Netherlands RE: Case Review -- they used to be more helpful than they have been lately.	9/24/2021 5:02 PM
6	Hong Kong Occasionally, CIC Etobicoke BRO Vancouver	9/24/2021 4:49 PM
7	N/A	9/24/2021 3:00 PM
8	Mexico	9/24/2021 12:27 PM
9	Bogota is absolutely wonderful Mexico City sometimes Manila is 50-50	9/24/2021 12:06 PM
10	Hong Kong, New York, Paris, London	9/24/2021 12:03 PM
11	buenes aires, vienna	9/24/2021 11:55 AM
12	None	9/24/2021 10:03 AM
13	Hong Kong, London	9/24/2021 8:58 AM
14	Berlin Mexico Kingstown	9/24/2021 8:21 AM
15	None	9/23/2021 11:34 PM
16	Singapore, Dubai, Bangalore	9/23/2021 10:51 PM
17	most of European Union offices are responsive, but not always - some cases are stuck with no response at all	9/23/2021 10:29 PM
18	The program managers contact information are generally not available to the public. As such, I usually send inquiries through IRCC webform, which is not effective. The program managers' contact information should be available to the public and it should not be confidential information.	9/23/2021 9:49 PM
19	The program managers officers' contact information is very difficult to find	9/23/2021 8:59 PM
20	It really depends on the nature of the inquiry. I've seen both extremes from Ankara	9/23/2021 8:10 PM
21	Responsive does not always denote a positive response. The Pretoria visa office has been responsive and while I would say that in general we have received positive assistance, there have been at least a couple cases where there was a more antagonistic response than expected. Sao Paulo had been reasonably responsive until they were struck with backlogs.	9/23/2021 7:45 PM
22	Mexico	9/23/2021 7:41 PM
23	New York office previous PM. The New Delhi Office is worst	9/23/2021 7:39 PM
24	It seems random. Rome and UK and Paris I have found to be excellent. My guess it is the lower the volume the more responsive they are.	9/16/2021 1:27 PM

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25	Rome	9/15/2021 2:53 PM
26	Ankara	9/13/2021 10:52 AM
27	1. Vienna visa office; 2. Rome visa office;	9/13/2021 3:59 AM
28	Dar-Es-Salam, Nairobi, London, Mexico City	9/12/2021 11:54 PM
29	I find both Mexico and Colombia to usually be very responsive with my matters most of the time.	9/12/2021 10:59 PM
30	None, unfortunately.	9/12/2021 8:47 PM
31	none	9/12/2021 8:46 PM
32	United States	9/12/2021 7:56 PM
33	Amman; Mexico; Guatemala	9/12/2021 1:45 AM
34	Outside Canada: Hong Kong Office is not too bad Within Canada: I have had some good feedback from some agents at the Vancouver office.	9/11/2021 3:00 AM
35	New York, London, Rome, Paris	9/10/2021 3:54 PM
36	Vienna	9/10/2021 3:49 PM
37	New York, London, Mexico	9/10/2021 1:36 PM
38	London, Manila are very responsive and facilitative.	9/10/2021 1:32 PM
39	None, all the same for me	9/10/2021 1:28 PM
40	Paris, London, Mexico	9/10/2021 1:25 PM
41	China, France, Vienna, NY Not responsive: India, Mexico, Brazil (ex.: refused to proceed NIE requests)	9/10/2021 1:10 PM
42	- CGC-LA and CGC-NY are a pleasure - Depending on where the client is from, Singapore can also be good.	9/10/2021 1:07 PM
43	Bucharest Tel Aviv	9/10/2021 12:59 PM
44	None	9/10/2021 12:56 PM
45	Mexico visa office was responsive (1 week delay for getting a reply) during winter 2021 for a spousal sponsorship in final stages.	9/10/2021 12:55 PM
46	Ankara - only sometimes	9/10/2021 12:52 PM
47	None in my experience.	9/10/2021 12:50 PM
48	It's been so long since contacting a visa office that most of the emails are now out of date.	9/10/2021 12:49 PM
49	Italy	9/10/2021 12:44 PM
50	Manilla, London, Port-au-Prince, Colombo.	9/10/2021 12:44 PM
51	Mexico	9/10/2021 12:38 PM
52	Mexico	9/10/2021 12:28 PM
53	Sydney, Australia gets five gold stars. True professional speed and tone. Manila was terrific (until a year or two ago). Delhi has been hot and cold.	9/10/2021 12:23 PM
54	Mexico City, Hong Kong, Singapore	9/10/2021 12:21 PM
55	Sydney, Australia	9/10/2021 12:13 PM
56	London	9/10/2021 12:09 PM
57	Pretoria (refusal letter for IEC WP when application was for WP for a PNP nominee)	9/10/2021 12:09 PM
58	Mexico Jamaica Manilla Warsaw Haiti Bogota NY	9/10/2021 12:03 PM
59	Port prince, Sao Paolo, Paris and london	9/10/2021 11:58 AM

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60	Manila VO, Accra VO	9/10/2021 11:57 AM
61	None	9/10/2021 11:55 AM
62	London, South American Region, Vienna	8/30/2021 12:19 PM
63	Paris	8/25/2021 6:12 PM

Q13 Please list the Visa Offices that you would describe as not responsive (if any).

Answered: 60 Skipped: 55

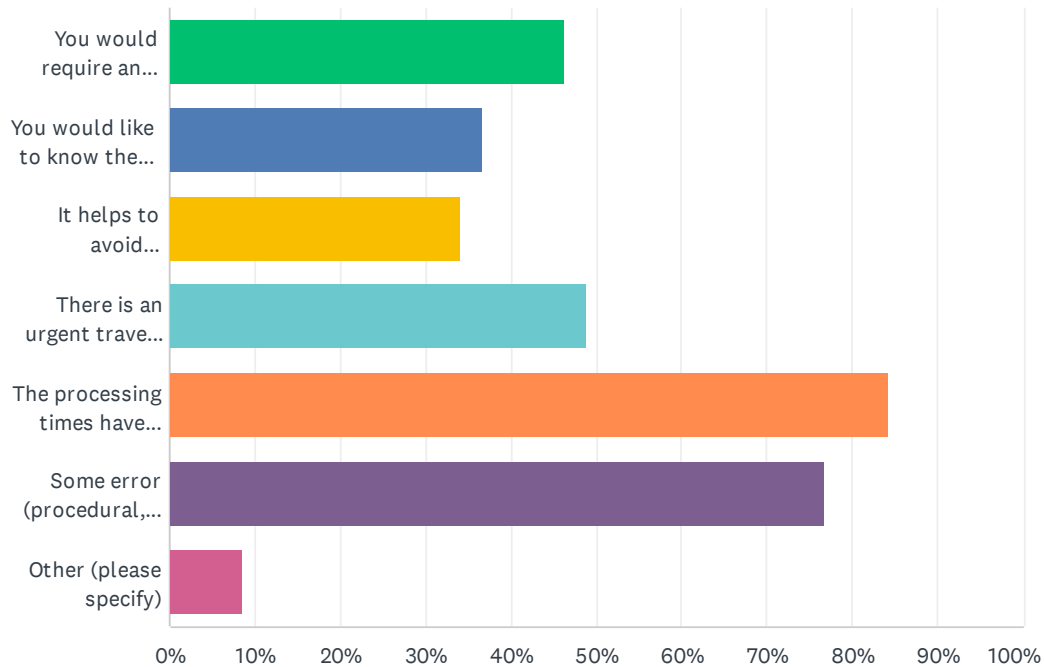
#	RESPONSES	DATE
1	DAKAR!!!!, Pretoria, Ankara	9/29/2021 4:23 PM
2	London, Mexico, Dominican Republic	9/28/2021 2:41 PM
3	Ankara Mexico City	9/24/2021 5:09 PM
4	Manila is a black hole CPC Mississauga CPC Edmonton (no one can even get a contact person there - Every month someone on the ListServ asks for a supervisor or program manager's contact)	9/24/2021 4:50 PM
5	Accra London New Delhi Singapore Abu Dhabi	9/24/2021 3:01 PM
6	South Africa New York	9/24/2021 12:27 PM
7	Nairobi	9/24/2021 12:06 PM
8	Ankara, Dakar	9/24/2021 12:04 PM
9	UAE, Egypt, Philippines	9/24/2021 11:55 AM
10	Manila	9/24/2021 10:07 AM
11	Vienna	9/24/2021 8:21 AM
12	Manila Kingston	9/23/2021 11:35 PM
13	Abu Dhabi Indian offices	9/23/2021 11:31 PM
14	Ankara, Nigeria, New Delhi	9/23/2021 10:51 PM
15	Asian, South Asian, Middle East offices are generally unresponsive London, UK is very selective what they respond to	9/23/2021 10:31 PM
16	I do not have their contact information.	9/23/2021 9:49 PM
17	NA	9/23/2021 8:59 PM
18	India, New York	9/23/2021 8:23 PM
19	Depending on the inquiry-ankara -paris-london	9/23/2021 8:11 PM
20	india, nigeria	9/23/2021 7:54 PM
21	Hong Kong, Abu Dhabi	9/23/2021 7:46 PM
22	India	9/23/2021 7:41 PM
23	NEW DELHI. Abu Dhabi	9/23/2021 7:40 PM
24	Brazil tries but very slow (COVID related I assume). South Africa and India next work is not responsive.	9/16/2021 1:28 PM
25	India, Vienna, Paris, Colombia, Mexico	9/15/2021 2:54 PM
26	Beirut, Turkey,	9/13/2021 3:23 PM
27	New Delhi Islamabad Nairobi	9/13/2021 10:53 AM
28	1. Ankara visa office	9/13/2021 3:59 AM
29	Delhi, Manila, Ankara, Islamabad	9/12/2021 11:54 PM

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30	Abu Dhabi & New Delhi are notoriously non-responsive most of the time.	9/12/2021 8:47 PM
31	Mexico	9/12/2021 1:05 PM
32	Nairobi	9/12/2021 1:45 AM
33	Singapore	9/11/2021 3:00 AM
34	Vienna, Abu Dhabi	9/10/2021 3:55 PM
35	Paris, London, South Africa	9/10/2021 3:49 PM
36	Turkey, Sri Lanka, India	9/10/2021 1:45 PM
37	China, Hong Kong, New Delhi	9/10/2021 1:37 PM
38	New York, Mexico City, Moscow, Ho Chi Minh - non responsive.	9/10/2021 1:36 PM
39	As indicated, they all the same when it comes responsiveness, it takes forever, and they finally respond, not satisfactory	9/10/2021 1:29 PM
40	Hong Kong, Singapore, Nairobi	9/10/2021 1:25 PM
41	- Manila is very difficult - Nairobi and New Delhi are also difficult	9/10/2021 1:09 PM
42	New Delhi	9/10/2021 12:56 PM
43	Hong Kong visa office did not reply to webform inquiries or emails during winter and spring 2021.	9/10/2021 12:56 PM
44	India - all	9/10/2021 12:53 PM
45	Ankara Abu Dhabi Warsaw	9/10/2021 12:50 PM
46	Colombia - responsive but useless responses. US.	9/10/2021 12:45 PM
47	London, Ankara, Nairobi (Nairobi is the worst)	9/10/2021 12:44 PM
48	Beijing Hong Kong	9/10/2021 12:29 PM
49	LA, Mexico, Accra, Dakar, ***Nairobi***	9/10/2021 12:25 PM
50	Paris, most of the African posts	9/10/2021 12:21 PM
51	Manila; Pretoria was the worst	9/10/2021 12:13 PM
52	New Delhi	9/10/2021 12:10 PM
53	Ankara, Delhi, London	9/10/2021 12:06 PM
54	Vienna London Trinidad	9/10/2021 12:04 PM
55	Nairobi VO, UAE VO	9/10/2021 11:58 AM
56	Ankara	9/10/2021 11:58 AM
57	India	9/10/2021 11:57 AM
58	New York, Los Angeles, UK	9/10/2021 11:55 AM
59	Delhi	9/8/2021 11:29 AM
60	Ukraine, Moscow	8/30/2021 12:19 PM

Q14 What are the main reasons you reach out to IRCC for an urgent response related to a visa office application? (Please check all the reasons that apply)

Answered: 82 Skipped: 33



ANSWER CHOICES	RESPONSES
You would require an extension of time.	46.34% 38
You would like to know the reasons for the decision and avoid the delays of an ATIP.	36.59% 30
It helps to avoid litigation.	34.15% 28
There is an urgent travel pending.	48.78% 40
The processing times have seriously been exceeded.	84.15% 69
Some error (procedural, fact, law ect.) has been made. For example: The approval letter is missing for one family member.	76.83% 63
Other (please specify)	8.54% 7
Total Respondents: 82	

#	OTHER (PLEASE SPECIFY)	DATE
1	Often when apparently refused on very weak grounds	9/23/2021 11:32 PM
2	clarification of requests for information.	9/10/2021 3:55 PM
3	I have not had to do this recently	9/10/2021 2:50 PM
4	An obvious visa officer error	9/10/2021 1:38 PM

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5	Request for Reconsideration	9/10/2021 12:57 PM
6	Submit requested documents	9/10/2021 12:56 PM
7	Procedural fairness allegations without underlying facts.	9/10/2021 12:07 PM

Q15 What would be your recommendations to improve the current process with overseas applications?

Answered: 66 Skipped: 49

#	RESPONSES	DATE
1	Have an email channel where the recipient actually responds	10/1/2021 5:37 PM
2	A return to access to the list of Program Managers; Clear reasons for refusal (rather than boiler plate letters) Accountability of decision makers	9/30/2021 1:58 PM
3	More clarity on who to contact in particular situations and steps to properly escalate. Better responsiveness and involvement from CMB in resolving problem cases.	9/29/2021 4:25 PM
4	There should be an IMMREPS equivalent - a place where representatives can email and be told to use sparingly where someone will actually respond within a reasonable delay 24-48 hours maximum.	9/28/2021 2:42 PM
5	Better lines of communication with representatives	9/25/2021 11:39 AM
6	1) Hire more officers 2) Train the officers on Canadian immigration law and provide ongoing training by ensuring they read Federal Court cases where applications have been sent back for reconsideration	9/24/2021 5:13 PM
7	- improved communication with representatives both in frequency and level of detail - actually, the overseas webforms are a LOT better than inside Canada	9/24/2021 4:53 PM
8	IRCC should provide an updated list of PMs and should also have a manual on how to escalate matters with Visa Office.	9/24/2021 3:02 PM
9	Provide applicants with a chance to remedy an error, respond to enquiries	9/24/2021 12:28 PM
10	More training? I find it plain rude to refuse to respond or provide irrelevant answers	9/24/2021 12:08 PM
11	There should be an e-mail address dedicated to authorized representatives such as lawyers and consultants only	9/24/2021 12:05 PM
12	have officers read submissions and not rely on AI Word recognition machinery. Make real decisions based on the facts in front of you, Not provide boilerplate decisions which do not provide real reasons which just leads to aTIPs, new applications and/or litigation. Charge higher fees for service and provide commensurately better service and hire more people. Charge premium processing fees. you are receiving too many applications in your solution is to provide substandard service. If you invite people to apply you have to treat those applications fairly. If you need a faucet to tighten the flow you need to change rules to reduce week applications and raise fees.	9/24/2021 12:00 PM
13	Hire more competent officers and if possible have a lawyer as a program manager for each visa office, even if working remotely.	9/24/2021 10:11 AM
14	Having an area regional manager contact person whose job it is to triage and direct urgent communication to ensure a response.	9/24/2021 9:00 AM
15	more transparency	9/24/2021 8:22 AM
16	Full answers to questions asked. Not asking for information already provided. Realistic time frames.	9/24/2021 4:20 AM
17	- more responsiveness, consistency and transparency in decision making -allow us to email immigration officers directly instead of going through the webform - more accurate processing times posted on the ircc website - hire more experienced, dedicated and compassionate officers - much more efficient and reliable representative portals - more accessible and responsive program managers	9/23/2021 11:43 PM
18	The program managers should talk to the lawyer and help resolve matters and avoid litigation	9/23/2021 11:32 PM

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19	Clarity in their responses and expediency - mostly they are very generic, leaving one wonder if anyone in fact read the inquiry or bothered to look into specific file. Often, if come at all, are delayed	9/23/2021 10:33 PM
20	Have a call centre for update on the status of the application. IRCC webform is not real time. Alternatively, decrease the time for an IRCC webform reply. There should be an email to reach a human for urgent matters.	9/23/2021 9:51 PM
21	Increase your staff and train them. Allow lawyers to contact processing officers and program managers directly	9/23/2021 9:01 PM
22	Answer all emails and escalate to a manger where required	9/23/2021 8:24 PM
23	Avoiding redundant requests- improving processing Time	9/23/2021 8:12 PM
24	proper and timely response to case specific enquiry	9/23/2021 7:41 PM
25	Need.to be responsive	9/23/2021 7:41 PM
26	More transparency on true processing times would mean less reach outs. Transparent on when GSS work permit files are not processed in Edmonton but are sent to a visa office, as I am tired of filing webforms for what we would think is a GSS WP one that Edmonton would file and getting the response that it is at a visa office so follow up with the visa office. Can they add to the rep portal info for an application what CPC or visa office is handling the application?	9/16/2021 1:34 PM
27	Officers actually review application material. More comprehensive document checklist of required information. Revise/update questions on the form to address information officers are actually assessing.	9/15/2021 2:55 PM
28	There should be an email where applicants can ask about case specific matters.	9/15/2021 9:14 AM
29	To have our inquiries properly reviewed and responded to as opposed to a boiler plate response.	9/13/2021 3:24 PM
30	unsure	9/13/2021 10:59 AM
31	- more transparency, accountability and possibility to communicate with an actual person.	9/13/2021 4:02 AM
32	Better training for officers (including review of Federal Court decisions), remove racial stereotypes, not outsourcing security checks, having officers actually review H&C submissions (VERY frequently officers sit on H&C subs on MNI shortfalls, always refuse and then it is almost always allowed on consent at IAD - why waste all this time and money?)	9/12/2021 11:56 PM
33	More oversight and resources allocated to urgent and safety-related matters. I have seen too many times offices issue non-urgent documents while problematic cases, and/or cases where a client's safety is at risk, simply sit to the side and exceed normal processing times.	9/12/2021 8:50 PM
34	-Remove the need for biometrics for visa exempt applicants.	9/12/2021 8:47 PM
35	oblige hem to respond within a reasonable period of time.	9/12/2021 1:06 PM
36	Adhere to reasonable processing times as service standards (at least, in responding to our queries) - e.g., 10 business days	9/12/2021 1:47 AM
37	- Have an official and updated list of contacts at IRCC for all offices - Get an AOR to all requests being made to IRCC with a normal timeframe for response - Get a response that really answers the request - Always get an answer as I do not write to IRCC without a reason	9/11/2021 3:04 AM
38	transparency regarding actual processing times; publication of a liason person at each office to work with representatives	9/10/2021 4:22 PM
39	Commit to timeline and respect it. Predictability. Offer expedited processing for a fee (people will pay for it if it's truly urgent). Stop the general meaningless response email, it just creates confusion and generate further enquiries.	9/10/2021 3:52 PM
40	More responsiveness	9/10/2021 2:11 PM
41	Direct communication with officers at the post handling a specific application.	9/10/2021 1:39 PM
42	There needs to be more than a "application is in process". I have work permit applications in the queue with Moscow and Vietnam since 2019. We need to understand why the delay and	9/10/2021 1:37 PM

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what documents/information they would like to see to move applications forward

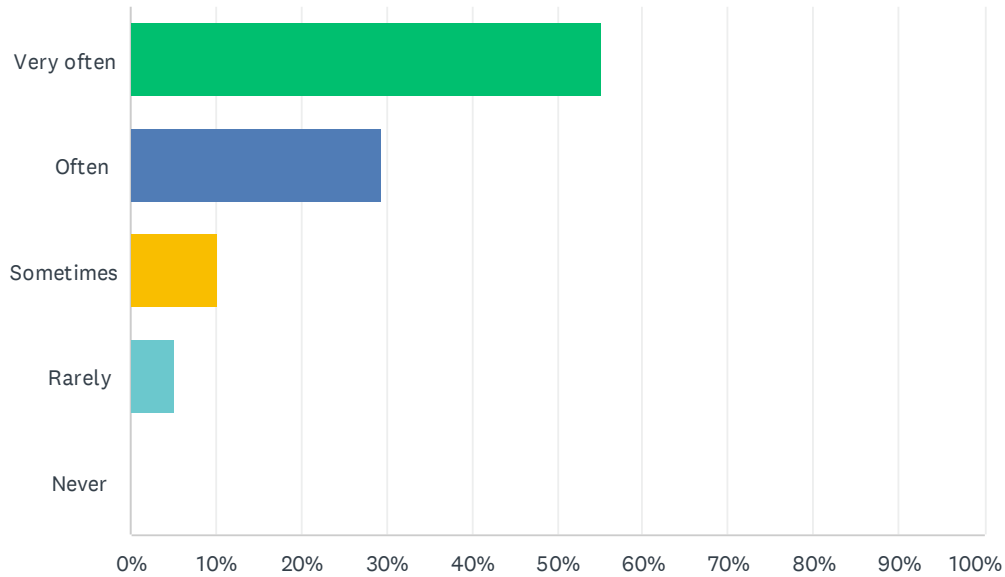
43	Just make communication with immigration offices feel normal, not shrouded in secrecy etc. Just normal like every other government department.	9/10/2021 1:31 PM
44	- Communication with lawyer	9/10/2021 1:26 PM
45	- Allow Officers to use existing technologies (chat, for eg) - I had hoped that McCallum's redistribution of work between VOs would have provided more consistent decisions. After +4 years, I have yet to see that	9/10/2021 1:15 PM
46	It is impossible to communicate even in written, indirect format with the officer. Simple errors in the part of IRCC (eg.; missing letter of approval) became almost impossible to solve without having to refile an application. Individuals navigating the Canadian immigration system are unjustly and disproportionately penalized for the smallest error (eg.: application returned after six months because the applicant forgot one signature in a +100 page application). The current system makes it impossible to present additional evidence. There is a breakdown in communication which will lead to additional litigation or refilling - creating work for both the clients and IRCC/DOJ.	9/10/2021 1:14 PM
47	Clearly indicate in communications what visa office is processing the application. Provide direct visa office contact information. The webform creates delays, and acts as a self-designated wall trying to bounce representative's communications.	9/10/2021 1:01 PM
48	A better structure in place to respond to queries and urgent matters, and staff who are experienced in IRCC processes.	9/10/2021 12:58 PM
49	Have a webform that actually works (ie. someone responds to it) or an email address that is monitored	9/10/2021 12:57 PM
50	More resources, respond to specific enquiries, set up a better method of communicating with IRCC/VOs so that we can actually communicate with them	9/10/2021 12:54 PM
51	Some sort of accountability mechanism to allow for easy, quick fixes to errors at a local level. Anything really. The system is designed to not allow for communication, notwithstanding the existence of the Webform.	9/10/2021 12:52 PM
52	Additional resources or hiring in local visa offices so that officers/program managers have the time to respond to inquiries/requests.	9/10/2021 12:51 PM
53	IRCC address the huge backlog that it has.	9/10/2021 12:46 PM
54	Actually helpful responses instead of generic responses.	9/10/2021 12:45 PM
55	Have a regular channel of communication open. Not one that only some lawyers get access to if they have the right connections.	9/10/2021 12:39 PM
56	Forget the webforms - they don't work that well. Direct contact with the overseas office would be better. They should have a communications team at the visa office to deal with representatives and applicants.	9/10/2021 12:31 PM
57	When we send something to the CSC webform, it needs to get onto the file so that the processing officer can see it. Most importantly: we need the Migration Program Manager's contact. If the name and personal email are not released for security reasons, then why not have a generic MPM email that goes directly to the MPM and is easily transitioned from the outgoing to incoming MPM? The generic visa office email does not meet his need. Sometimes the staff will alert the MPM but usually it appears not and some visa office staff receiving those emails take no action even on urgent matters.	9/10/2021 12:29 PM
58	Be sure that someone pays better attention to the file.	9/10/2021 12:14 PM
59	- build in some method to upload inquiries and documents to the filed application as opposed to a separate webform; now only IRCC can create additional upload lines when a request is made - why not leave one open once submitted, avoiding the dispute over appointment as rep and connecting webform to what file - as IPMs regularly change, create a generic, but IPM level email address for each message (not general enquiries but not their name)	9/10/2021 12:12 PM
60	Designated email addresses, where the officer actually reviews the communication before responding.	9/10/2021 12:08 PM

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61	emails that are answered. Busy Consulates such as Mexico seem to be able to do this	9/10/2021 12:04 PM
62	I want the gcms with a refusal without applying for it. Also hidden requirements need to be disclosed	9/10/2021 11:59 AM
63	Have an ombudsman	9/10/2021 11:57 AM
64	Additional staff to handle the actual work load.	9/10/2021 11:56 AM
65	Process them in Canada	9/8/2021 11:30 AM
66	let us email the visa offices directly and we be told who has the file so we know where to follow up.	8/30/2021 12:21 PM

Q16 How often do you send a Case Specific Enquiry (CSE) in a month with respect to applications pending in Canada?

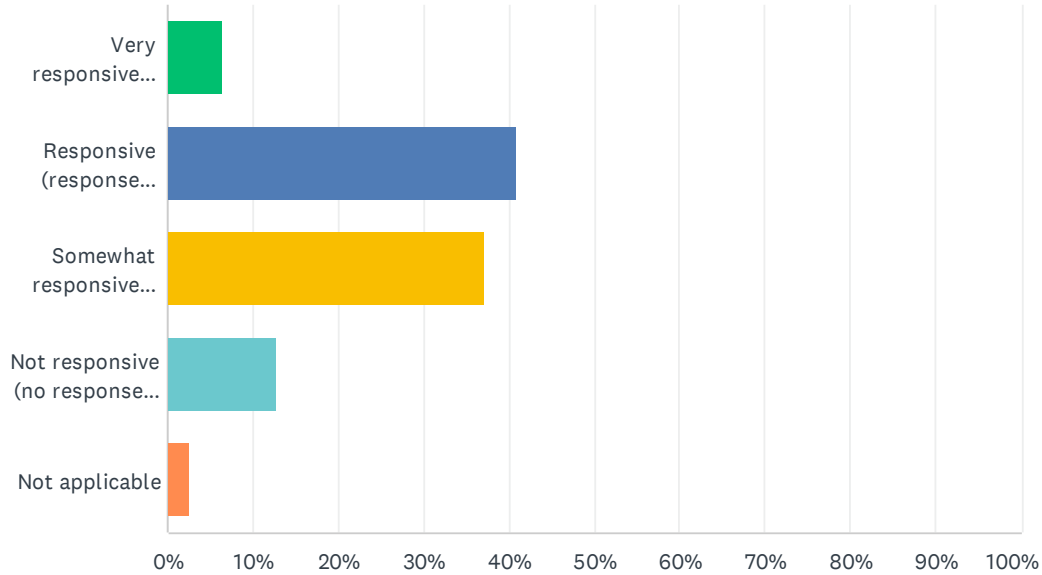
Answered: 78 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very often	55.13%	43
Often	29.49%	23
Sometimes	10.26%	8
Rarely	5.13%	4
Never	0.00%	0
TOTAL		78

Q17 When submitting a CSE for a status update, how responsive is the CSE team to your enquiry?

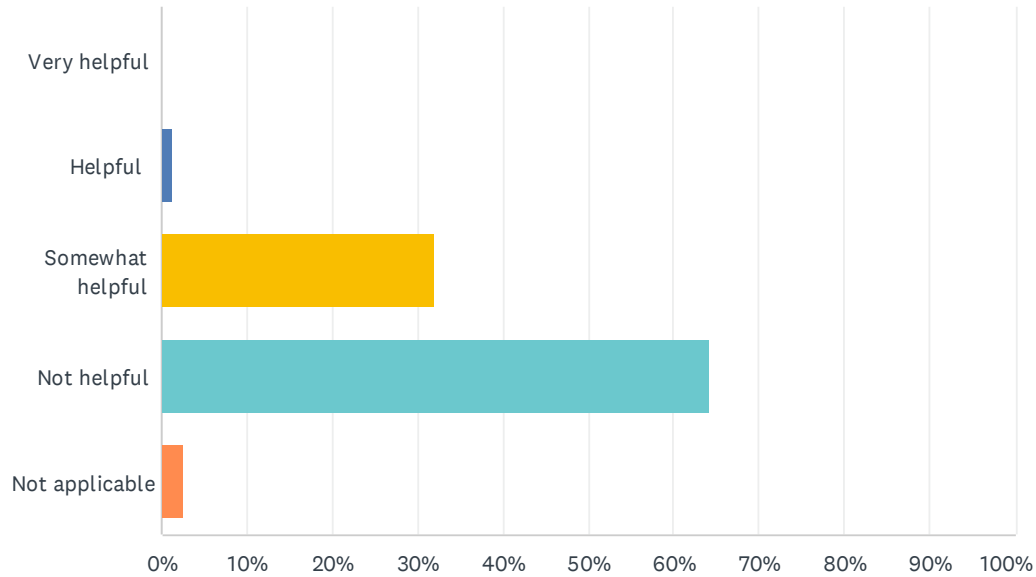
Answered: 78 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very responsive (response received within 5-10 days)	6.41%	5
Responsive (response received within 30 days)	41.03%	32
Somewhat responsive (response received over 30 days)	37.18%	29
Not responsive (no response received at all)	12.82%	10
Not applicable	2.56%	2
TOTAL		78

Q18 How helpful do you usually find the responses from the CSE team for this type of enquiries?

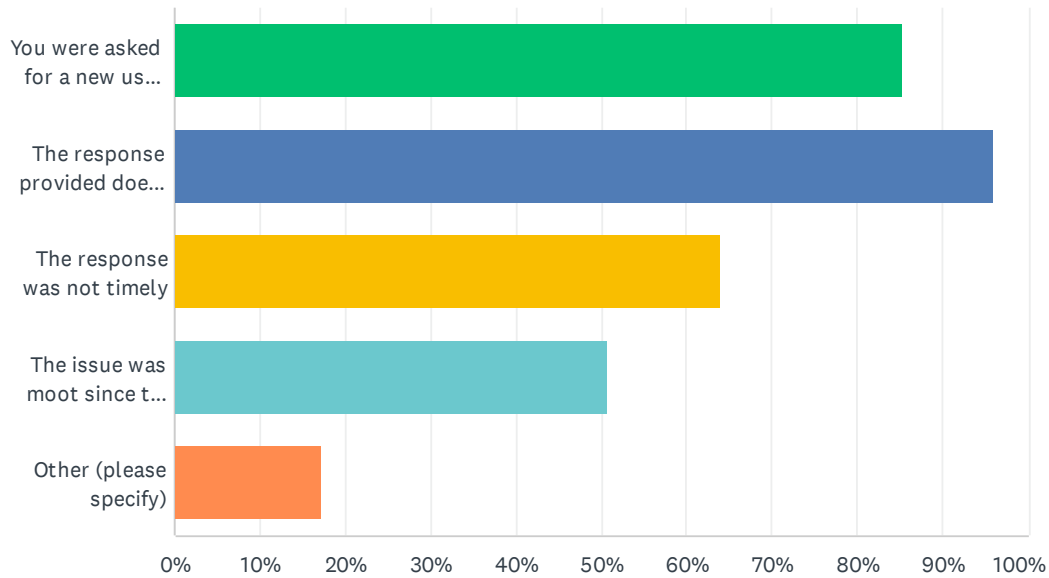
Answered: 78 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very helpful	0.00%	0
Helpful	1.28%	1
Somewhat helpful	32.05%	25
Not helpful	64.10%	50
Not applicable	2.56%	2
TOTAL		78

Q19 Why were you not satisfied with the responses provided by the CSE team to your status update inquiries? (Please check all responses that apply)

Answered: 75 Skipped: 40



ANSWER CHOICES	RESPONSES
You were asked for a new use of representative form or you were told that there is no use of representative form on file.	85.33% 64
The response provided does not answer your enquiry.	96.00% 72
The response was not timely	64.00% 48
The issue was moot since the response was not timely	50.67% 38
Other (please specify)	17.33% 13
Total Respondents: 75	

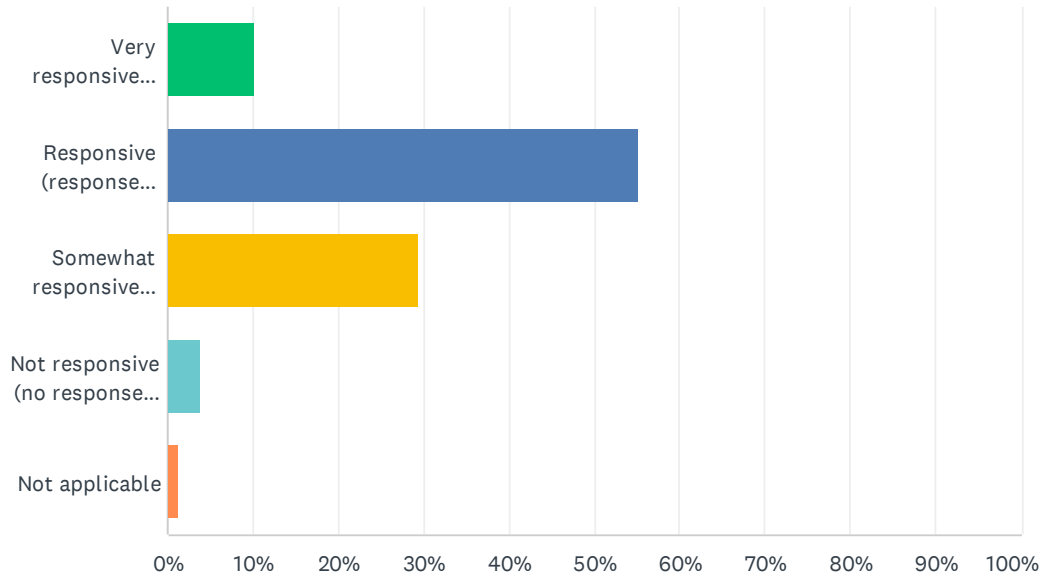
#	OTHER (PLEASE SPECIFY)	DATE
1	The repeated request for new forms for representatives. Recent delays using Afghanistan as an excuse for not answering queries, before that it was the pandemic. Overall, customer service is painfully slow.	9/25/2021 11:42 AM
2	Generic/automated messages, not followed by anything case-specific	9/24/2021 5:03 PM
3	the response says simply "the application remains in process"	9/24/2021 12:29 PM
4	we do CSEs to put responses on the record. but it doesn't seem like an actionable mode of communication. it's all we have, so i use it.	9/24/2021 9:01 AM
5	Did not adequately explain reason for delays	9/23/2021 11:46 PM
6	I received a generic non response	9/23/2021 9:02 PM
7	No response at all	9/12/2021 11:01 PM

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8	The only response we receive is that the application is in process	9/10/2021 1:38 PM
9	The responses are templates without even a cursory nod to the actual content of the enquiry.	9/10/2021 1:04 PM
10	The question wasn't answered and a generic response was delivered that missed the point.	9/10/2021 12:53 PM
11	No response whatsoever, refusal to accept documents submitted, forced to use a CSE in the first place to submit documents.	9/10/2021 12:48 PM
12	The can confirm it is in process or not be found, but that is about as much as they usually do.	9/10/2021 12:32 PM
13	I have many times received no responses, despite also following up some weeks later.	9/10/2021 12:09 PM

Q20 When using a CSE to submit new information or documents, how responsive is the CSE team to your enquiry?

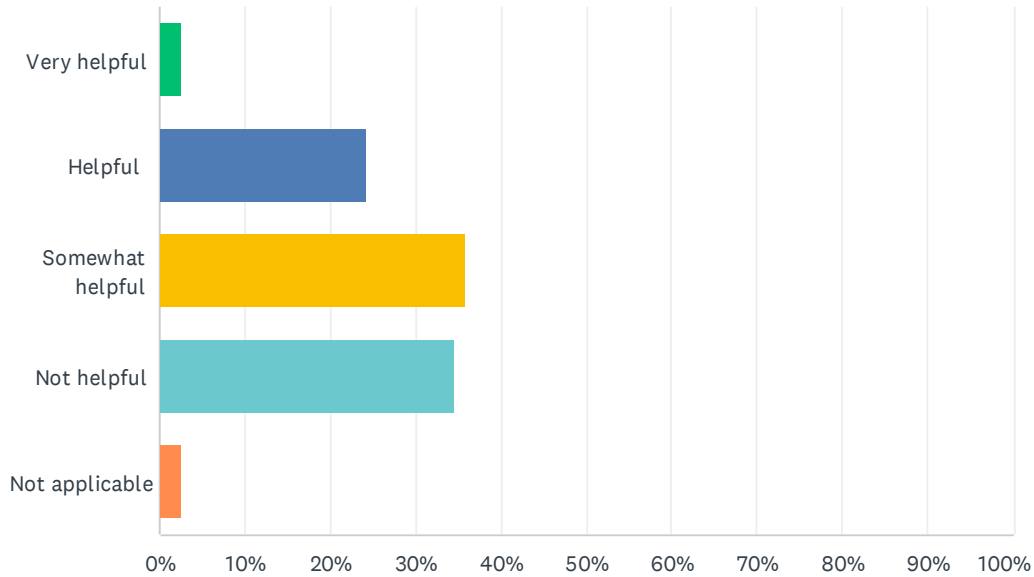
Answered: 78 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very responsive (response received within 5-10 days)	10.26%	8
Responsive (response received within 30 days)	55.13%	43
Somewhat responsive (response received over 30 days)	29.49%	23
Not responsive (no response received at all)	3.85%	3
Not applicable	1.28%	1
TOTAL		78

Q21 How helpful do you usually find the responses from the CSE team to this type of enquiries?

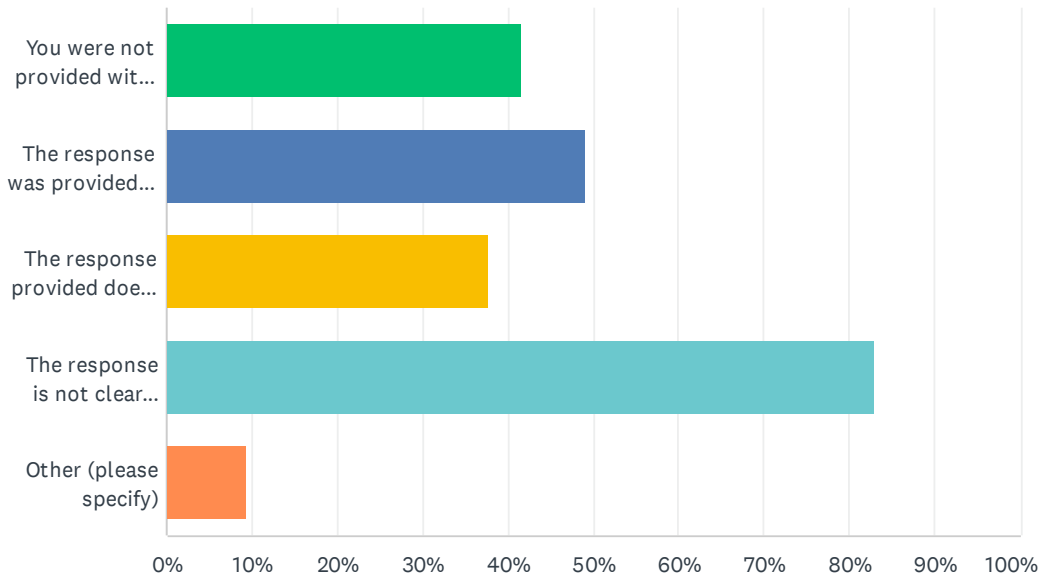
Answered: 78 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very helpful	2.56%	2
Helpful	24.36%	19
Somewhat helpful	35.90%	28
Not helpful	34.62%	27
Not applicable	2.56%	2
TOTAL		78

Q22 Why were you not satisfied with the responses provided by the CSE team to your new information or documents submission? (Please check all responses that apply)

Answered: 53 Skipped: 62



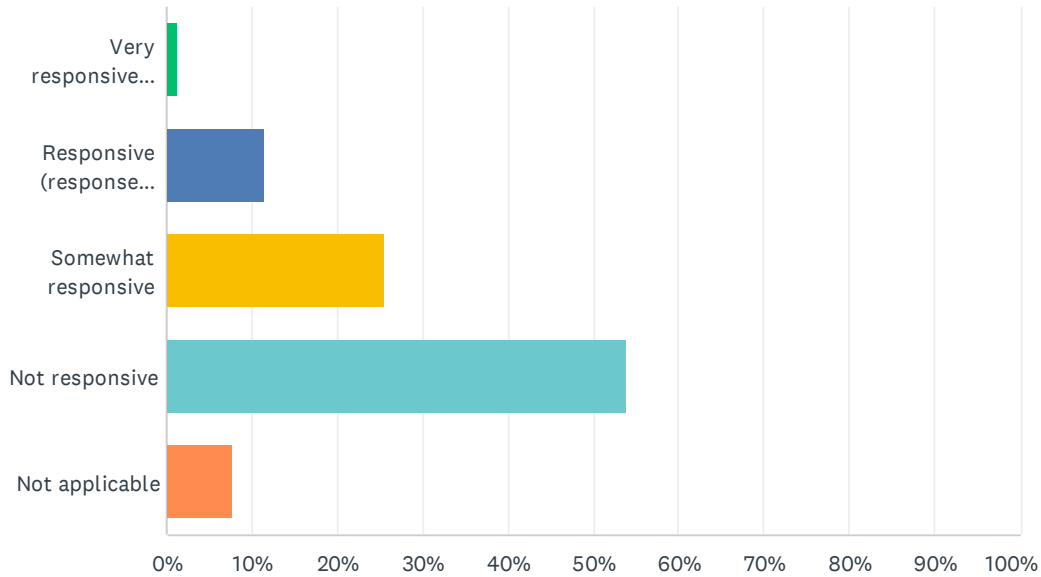
ANSWER CHOICES	RESPONSES
You were not provided with a response at all.	41.51% 22
The response was provided too late.	49.06% 26
The response provided does not confirm that the documents were received.	37.74% 20
The response is not clear enough and leaves you thinking that you will have to re-submit the information/documents.	83.02% 44
Other (please specify)	9.43% 5
Total Respondents: 53	

#	OTHER (PLEASE SPECIFY)	DATE
1	Use of Rep issues	9/29/2021 4:26 PM
2	We do not always receive a confirmation that the documents were received and added to file. Sometimes we receive it.	9/10/2021 1:40 PM
3	Sometimes, the documents aren't even being accepted, it is incredibly frustrating to submit several documents by CSE because of the upload size restrictions, necessitating several CSE submissions at once and often hours spent formatting and reformatting PDFs to they will be accepted by CSE.	9/10/2021 12:50 PM
4	They say they have done their job of getting it to the file but that appears to have not occurred. In one instance, I sent a document three times to the CSC and then the visa office wrote requesting it.	9/10/2021 12:33 PM
5	for example right now CSE replies are that there will be no reply as resources are to Afghan situation - but does that mean delayed or never? need to resubmit after the election? more	9/10/2021 12:14 PM

clarity

Q23 When using a CSE to request urgent processing, how responsive is the CSE team to your enquiry?

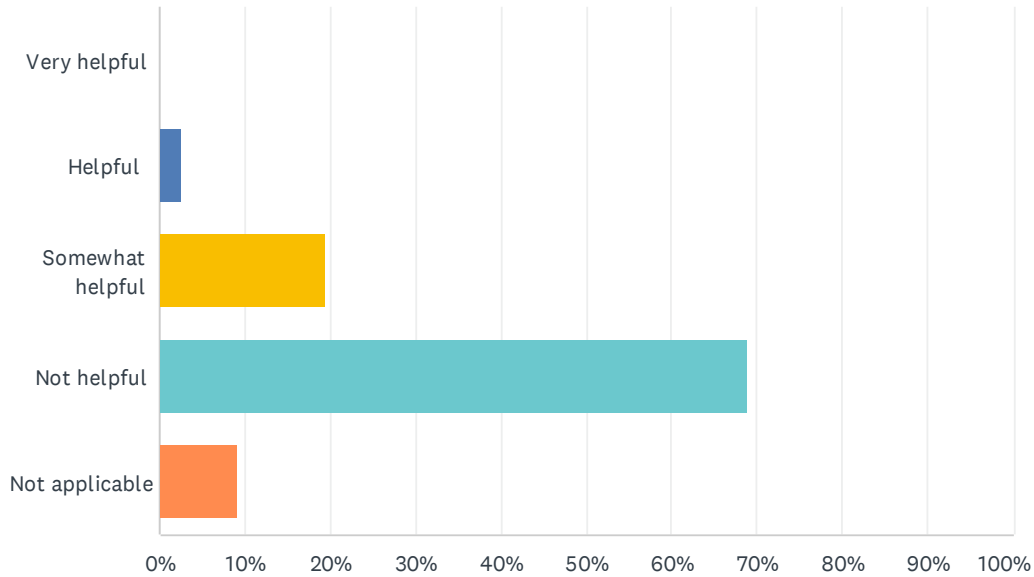
Answered: 78 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very responsive (response received within 5-10 days)	1.28%	1
Responsive (response received with 30 days)	11.54%	9
Somewhat responsive	25.64%	20
Not responsive	53.85%	42
Not applicable	7.69%	6
TOTAL		78

Q24 How helpful do you usually find the responses from the CSE team for this type of enquiries?

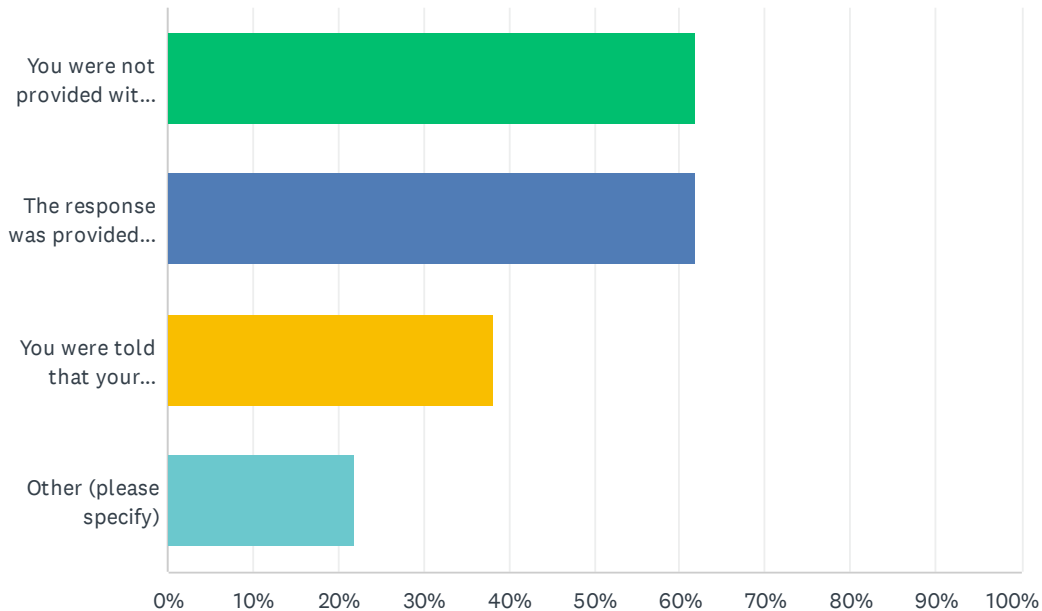
Answered: 77 Skipped: 38



ANSWER CHOICES	RESPONSES	
Very helpful	0.00%	0
Helpful	2.60%	2
Somewhat helpful	19.48%	15
Not helpful	68.83%	53
Not applicable	9.09%	7
TOTAL		77

Q25 Why were you not satisfied with the responses provided by the CSE team to your urgent processing requests? (Please check all responses that apply)

Answered: 68 Skipped: 47



ANSWER CHOICES	RESPONSES	
You were not provided with a response at all.	61.76%	42
The response was provided too late.	61.76%	42
You were told that your request will not be considered.	38.24%	26
Other (please specify)	22.06%	15
Total Respondents: 68		

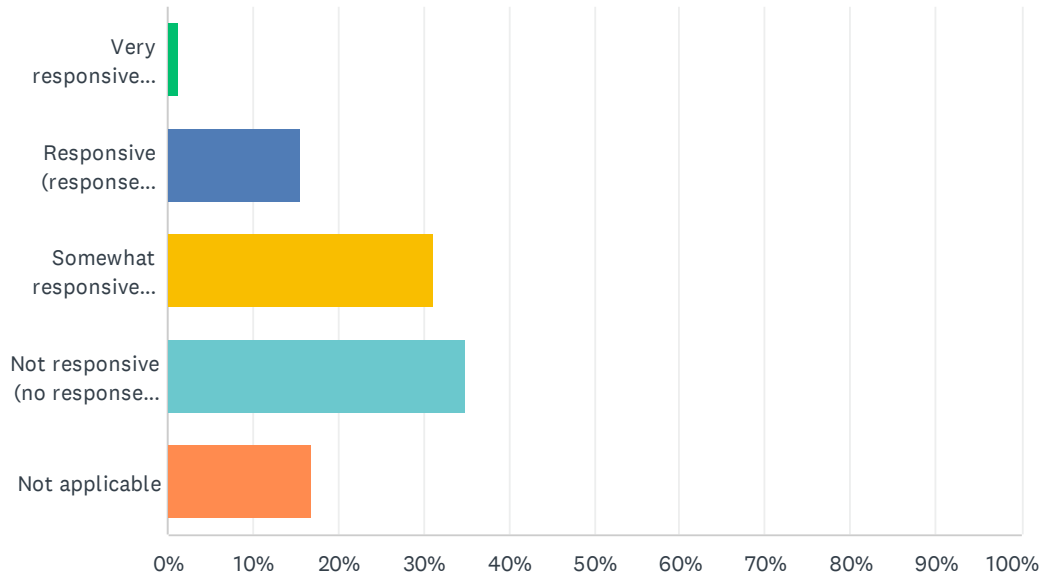
#	OTHER (PLEASE SPECIFY)	DATE
1	Answers that do not address the inquiry and nonsensical Use of Rep issues	9/29/2021 4:27 PM
2	If my matter is truly urgent, then a request through this channel is a last resort. Make the request but don't expect a timely response.	9/25/2021 11:44 AM
3	TO be clear, a standard response may be sent without providing any indication that the urgent processing request is being considered	9/24/2021 4:55 PM
4	Generic answer provided not addressing the request whatsoever	9/24/2021 12:06 PM
5	if provided response, typically it does not address the inquiry	9/23/2021 7:56 PM
6	Not precise response	9/23/2021 7:43 PM
7	standard impact of COVID-19 response	9/23/2021 7:42 PM
8	Hit and miss responses on urgent matters.	9/10/2021 4:25 PM

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9	Some are processed with the priority processing, other applications are not. Can't guess when they will apply the policy and when they won't even when eligible	9/10/2021 1:41 PM
10	Responses are generic and meaningless.	9/10/2021 12:54 PM
11	I was told I would get an answer in due time. No real information aside from please keep waiting.	9/10/2021 12:41 PM
12	Ot doesn't seem like they read the enquiry. They provide other (standard) informtion that seems to be irrelevant.	9/10/2021 12:34 PM
13	Essentially told that due to the pandemic (and now Afghanistan Crisis) that we just have to wait.	9/10/2021 12:34 PM
14	When you're told you are not counsel, despite having filed the application on which there is a deadline (request for materials also sent to counsel)... clearly the request for more time is not processed.	9/10/2021 12:12 PM
15	IMM5476 issues which render the request moot	9/10/2021 12:06 PM

Q26 When using a CSE to report an erroneous decision or to ask for reconsideration, how responsive is the CSE team to your enquiry?

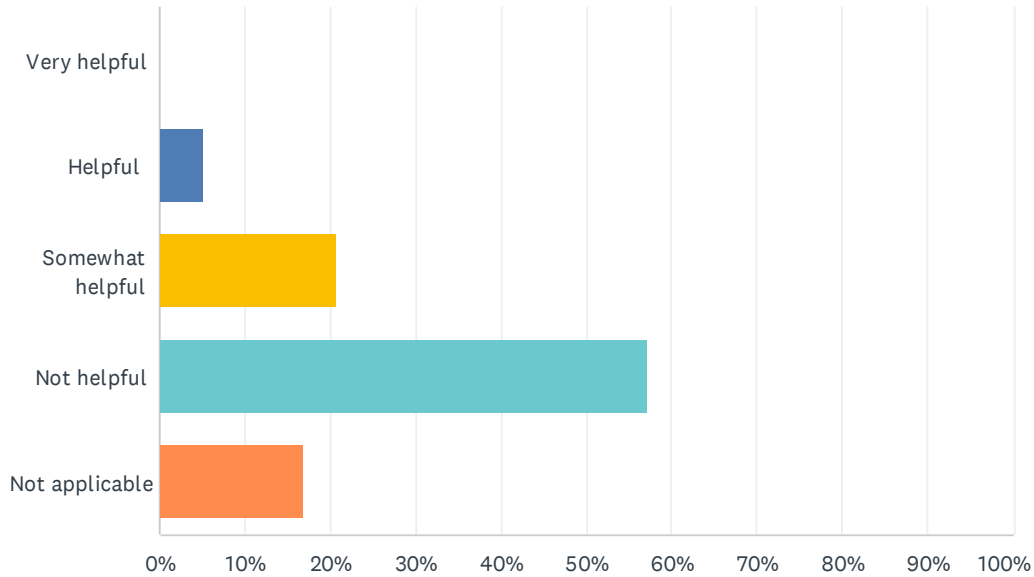
Answered: 77 Skipped: 38



ANSWER CHOICES	RESPONSES	
Very responsive (response received within 5-10 days)	1.30%	1
Responsive (response received with 30 days)	15.58%	12
Somewhat responsive (response received over 30 days)	31.17%	24
Not responsive (no response received at all)	35.06%	27
Not applicable	16.88%	13
TOTAL		77

Q27 How helpful do you usually find the responses from the CSE team for this type of enquiries?

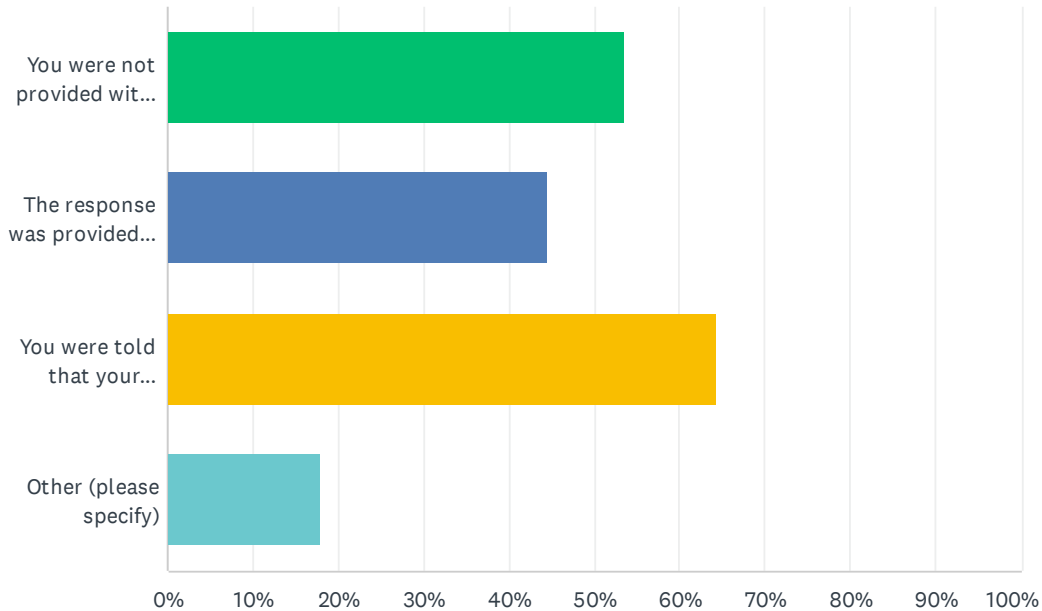
Answered: 77 Skipped: 38



ANSWER CHOICES	RESPONSES	
Very helpful	0.00%	0
Helpful	5.19%	4
Somewhat helpful	20.78%	16
Not helpful	57.14%	44
Not applicable	16.88%	13
TOTAL		77

Q28 Why were you not satisfied with the responses provided by the CSE team to your requests? (Please check all responses that apply)

Answered: 56 Skipped: 59



ANSWER CHOICES	RESPONSES
You were not provided with a response at all.	53.57% 30
The response was provided too late.	44.64% 25
You were told that your request will not be reconsidered.	64.29% 36
Other (please specify)	17.86% 10
Total Respondents: 56	

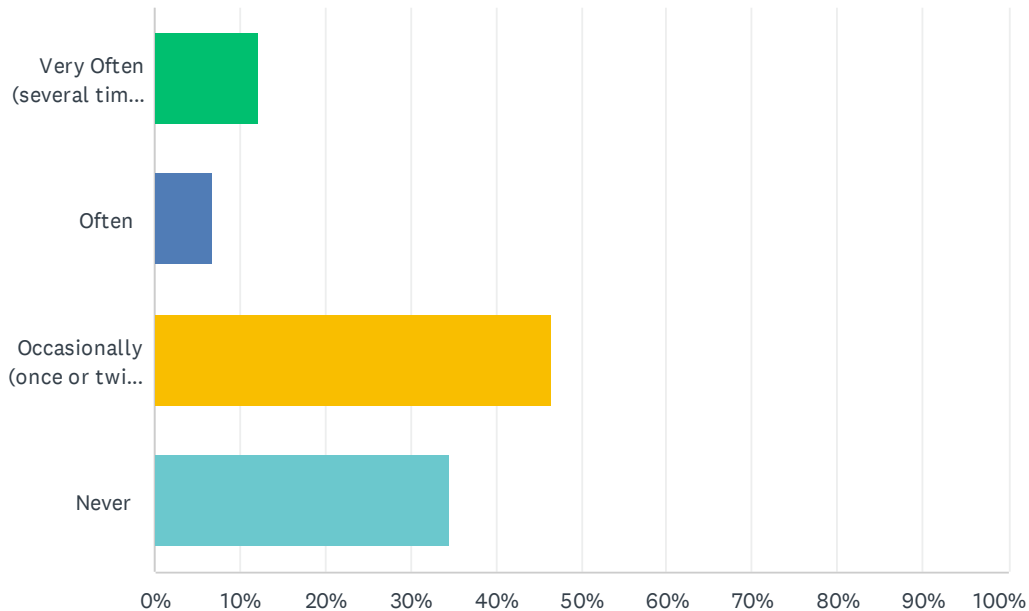
#	OTHER (PLEASE SPECIFY)	DATE
1	Answers that do not address the request or nonsensical Use of Rep issues	9/29/2021 4:28 PM
2	In some cases, after making a reconsideration request, I have been told that the application is still in process - clearly just spitting out a template response without addressing the reconsideration request at all!	9/24/2021 4:57 PM
3	generic answer provided	9/24/2021 12:07 PM
4	No response	9/24/2021 10:16 AM
5	We receive a response that often says the matter has been forwarded to some other unit and we don't hear from that unit	9/23/2021 8:17 PM
6	Use of Representative issues; sponsor and applicant mixed up on entry to GCMS and therefore unwilling to speak with rep because of internal mix up	9/12/2021 8:08 PM
7	It is unclear whether the original processing officer actually received the reconsideration request or whether CSE is responding that it will not be forwarded. Also, very long delays and often no response at all.	9/10/2021 1:05 PM

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8	A response is sent that the request was received, but then there is not response on the substance of the request.	9/10/2021 12:56 PM
9	They provided irrelevant information.	9/10/2021 12:35 PM
10	There is never a response to questions. So a request for information or reasons for refusal are not answered. A request for reconsideration is different, as this would need to go to the officer and often takes several weeks.	9/10/2021 12:14 PM

Q29 Have you ever received a communication for an individual that you have never represented or never represented with respect to the particular application the communication is referencing?

Answered: 58 Skipped: 57



ANSWER CHOICES	RESPONSES	
Very Often (several times a year)	12.07%	7
Often	6.90%	4
Occasionally (once or twice a year)	46.55%	27
Never	34.48%	20
TOTAL		58

Q30 What would be your recommendations to improve the current process with CSE?

Answered: 60 Skipped: 55

#	RESPONSES	DATE
1	Answer the question asked, don't just give boilerplate "We are too busy with Afganistan matters to respond" bounceback	10/1/2021 5:42 PM
2	Currently it is not functional. Responses are not given or are useless. I.e. your inquiry has been forwarded to the responsible officer and that is the last we hear. The online system does not work. You need to have an online system because of the number of inquiries. Therefore you need to devote resources to it and provide individuals with authority to make decisions, provide meaningful follow-up paths that we can follow or at least answer the questions in a timely manner 48 hours is reasonable. It is okay to refuse a request but to not acknowledge or provide a meaningless answer is not okay.	9/30/2021 5:49 PM
3	Real ability to request correction of mistakes on documents	9/30/2021 2:01 PM
4	Better training for agents. Measures to address the constant Use of Rep issues (e.g. still being rejected for my middle name being missing). Remove the current auto-response saying that no status updates will be provided.	9/29/2021 4:29 PM
5	Someone needs to review the templated messages so they are more clear. Yes, we received your documents, nothing is outstanding or No, the documents you submitted were not complete and x is missing. Reps don't email CSEs for fun, if we email and we're told there's no Rep on file, when there always is, it's maddening!	9/28/2021 2:44 PM
6	Representative e-mails ought to be sufficient on the file if a use of rep was filed. Requests should not be bounced due to a missing use of rep form.	9/25/2021 11:46 AM
7	Ensure that the officers have full access to the file for which the inquiry is made.	9/24/2021 5:16 PM
8	Make sure Case Review is an effective and reliable escalation tool when required	9/24/2021 5:05 PM
9	- recognize our IMM5476 forms!!!!!!! - RESPOND IN A TIMELY FASHION AND ADDRESS THE ACTUAL REQUEST - I would prefer to have a webform where we could choose the relevant visa office - why did the instantaneous confirmation of submission email disappear?	9/24/2021 5:00 PM
10	They should read the Enquiries carefully, pay attention	9/24/2021 3:04 PM
11	ensure client name and/or UCI is included in every response, provide the opportunity to provide missed documents or correct errors, rather than cancelling applications	9/24/2021 12:34 PM
12	Training	9/24/2021 12:12 PM
13	need a specific e-mail or portal for authorized representatives with a dedicated team	9/24/2021 12:08 PM
14	Have a specific personnel that does handle the inquiry inna daily basis	9/24/2021 10:18 AM
15	If this is the main mode of communication with IRCC, the automatic bounceback and lack of responsiveness create impediments to real communication. It either needs to work better, or there needs to be an alternate means of communication that is effective.	9/24/2021 9:03 AM
16	A response time frame that is reliable and adhered to. A ladderred system where if there is not a timely response, then it can be escaled furhter up the decision making ladder.	9/24/2021 4:25 AM
17	Allow emails instead of CSEs like IRCC Vancouver does for PRRA and H&C submissions	9/23/2021 11:52 PM
18	Must be carefully reviewed and relief provided on merit. Must have access to the program manager via phone	9/23/2021 11:36 PM
19	Respond within 3 business days Add start up visa applications to the selection menu for applications	9/23/2021 10:54 PM

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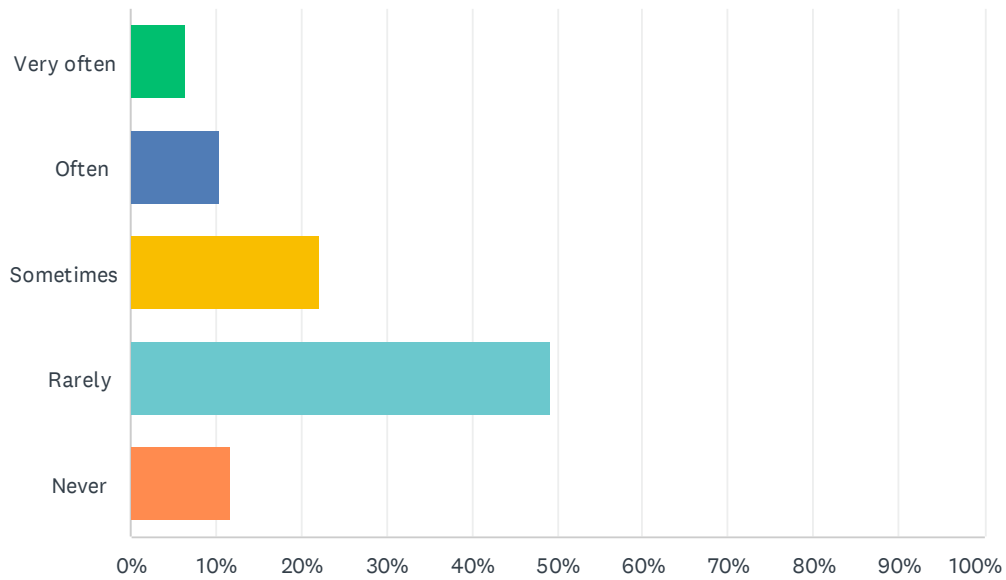
20	They need to be clear and to the point - depending on the inquiry - too generic now when the response is just a formality - when received, it appears to be just an acknowledgement of the inquiry received without addressing specific issues/questions/request for instructions/	9/23/2021 10:39 PM
21	Reply within 72 hours.	9/23/2021 9:54 PM
22	Hire people, not robots. No point of receiving generic non-specific responses	9/23/2021 9:05 PM
23	To take the urgent requests seriously. To provide a response that directly answers the question. Better trained agents may be?	9/23/2021 8:19 PM
24	proper and timely response	9/23/2021 7:43 PM
25	We should not have to submit a CSE for each family member in an application. It should be better automated so we don't have to include so much information in the request. There should be more space given to explain the request being made. We should receive an email acknowledgment receipt of the request Responses should be provided faster C	9/15/2021 9:34 AM
26	1. Faster response 2. ways to communicate with the IRCC after their response to the inquiry if the answer wasn't helpful	9/13/2021 7:12 PM
27	- give cse access to actual files and authority to provide a status update - train cse workers	9/13/2021 11:04 AM
28	- Opportunity to deal and communicate with a real person in a timely manner; - More accountability on their part and common-sense, practical advise.	9/13/2021 4:07 AM
29	STOP TELLING US WE ARE NOT THE REP ON FILE WHEN WE VERY CLEARLY ARE.	9/12/2021 11:59 PM
30	Actually respond to inquiries and respond within a reasonable time.	9/12/2021 11:04 PM
31	Just more communication about what is actually happening as opposed to stock responses that do not answer our queries.	9/12/2021 8:52 PM
32	The reader should take the time to truly investigate the issue before providing a generic response.	9/12/2021 8:50 PM
33	Eliminate the scrutiny over non-issues related to a representative. In my opinion, counsel is representing until otherwise notified. So much time and resources are lost on obsolete Use of Rep issues. Intake staff require more training on what true issues need attention, and how to facilitate a positive customer-focused experience, not gate keeping.	9/12/2021 8:14 PM
34	they have to responds with fact and stop the B/S with the Use of Rep	9/12/2021 1:09 PM
35	Institute reasonable processing times as service standards; always provide an e-confirmation that the enquiry has been received	9/12/2021 1:50 AM
36	- AOR that our request was received - Answer the question or confirm the info - The agents should read the request - The agent should consult the file	9/11/2021 3:09 AM
37	more officers doing this work since there are no longer any other mechanisms to interact with the department and local and overseas offices. Call center often too busy to receive calls. More training for officers and less boiler plate replies.	9/10/2021 4:30 PM
38	Make sure response shows the text was read.	9/10/2021 3:55 PM
39	Streamline it with rep portal	9/10/2021 2:40 PM
40	Just needs to be better managed with better communication. If priority processing will not be applied, explain that it will not be applied and reason.	9/10/2021 1:43 PM
41	Assigning an incident number to enable tracking attention and response	9/10/2021 1:42 PM
42	Again timely response with satisfactory answers	9/10/2021 1:35 PM
43	Faster communication with attorney	9/10/2021 1:29 PM
44	Take down the walls. Create a dedicated contact point for representatives, since their enquiries shouldn't require the same level of interference as the general public.	9/10/2021 1:24 PM
45	- I have no idea. Possibly add more Officers to reply?	9/10/2021 1:19 PM
46	Not sure	9/10/2021 1:00 PM

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47	The responses provided give the impression that the question was not read, and therefore that the request was simply cast aside and thrown in the recycling bin. I don't try to use CSE anymore for anything meaningful because it's a waste of my time. I'll launch a judicial review before asking to get some help on a file via CSE.	9/10/2021 12:58 PM
48	It would be helpful if the team would (a) respond and (b) respond in a non-generic way (respond to the actual enquiry)	9/10/2021 12:56 PM
49	Better training for operators so that they understand requests and questions and can respond appropriately and also how to verify Representative information. Better training to be aware of the current specific covid-19 requests so that they actually initiate the correct protocol when they receive the request.	9/10/2021 12:54 PM
50	Increase the maximum upload size. make sure that UoR forms are registered for all paper-based applications before an AoR letter is sent out. Better training to staff responding to CSEs. Provide substantive responses to enquiries.	9/10/2021 12:54 PM
51	Meaningful responses. Generic responses are useless. A stream for urgent applications.	9/10/2021 12:47 PM
52	Get rid of it. It's not that helpful. It only creates frustration. Or...give those workers the ability to provide more information and relevant information...to be responsive to the questions and the specific file.	9/10/2021 12:37 PM
53	Agents should have their responses quality reviewed and not just as to whether they used the correct template. Rather, did they solve the issue? If someone goes into file, is the document that they said they forwarded actually there?	9/10/2021 12:37 PM
54	- remove it from being a separate webform and have an upload line/text box in the submitted application so that it is more easily connected to the applicable file - auto-replies to confirm receipt (or if added to the submitted file, then for it to remain - allow multiple purposes for the CSE eg, if changing rep, then usually involves a new address too; allow to select more than one option	9/10/2021 12:25 PM
55	Have competent people review them and have them actually read the enquiry.	9/10/2021 12:16 PM
56	Read the communication and respond to the actual request made. Before saying counsel is not on file, double check spelling and how that is being verified in their system.	9/10/2021 12:15 PM
57	Whatever the IMM5476 issues are - deal with it. We know those are included. Stop asking for new ones. Stop refusing to answer the lawyer on file - the lawyer who received file correspondence in the first place.	9/10/2021 12:08 PM
58	Stop using form responses to direct questions	9/10/2021 12:01 PM
59	Do a proper response	9/10/2021 12:00 PM
60	That the responses be more specific and that they be responded to within 5-10 days not 30 and that there be a process for urgent situations where you could get a response in 24 hours and there be a means to flag it as such. There could be criteria to make an urgent request	8/30/2021 12:26 PM

Q31 How often do you contact the IRCC Call Centre?

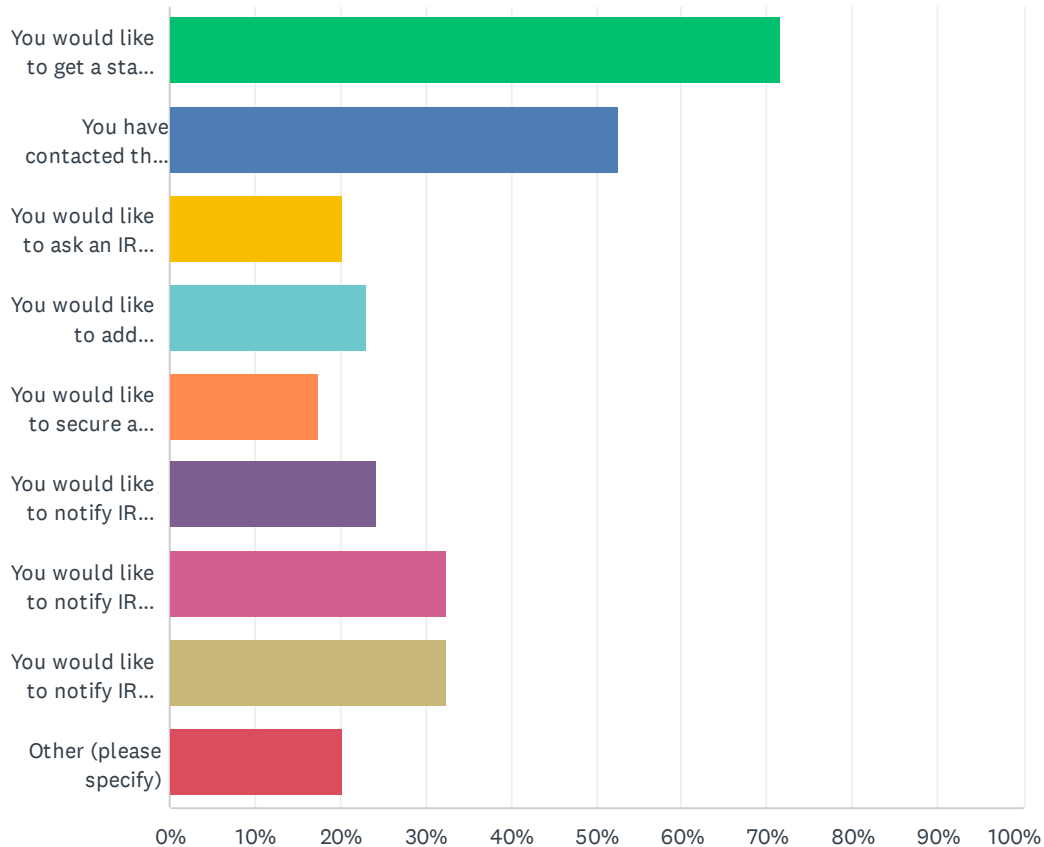
Answered: 77 Skipped: 38



ANSWER CHOICES	RESPONSES	
Very often	6.49%	5
Often	10.39%	8
Sometimes	22.08%	17
Rarely	49.35%	38
Never	11.69%	9
TOTAL		77

Q32 What are the main purposes of your calls to the IRCC Call Centre? (Please check all responses that apply)

Answered: 74 Skipped: 41



ANSWER CHOICES	RESPONSES	
You would like to get a status update of a client's application.	71.62%	53
You have contacted the web inquiry team but you have not heard back from them.	52.70%	39
You would like to ask an IRCC representative to send an email to the office with the file.	20.27%	15
You would like to add information/documents to your client's file.	22.97%	17
You would like to secure a permanent file number.	17.57%	13
You would like to notify IRCC that a document has gone missing in the mail.	24.32%	18
You would like to notify IRCC that a mistake was made.	32.43%	24
You would like to notify IRCC that there is an error on the Immigration document.	32.43%	24
Other (please specify)	20.27%	15
Total Respondents: 74		

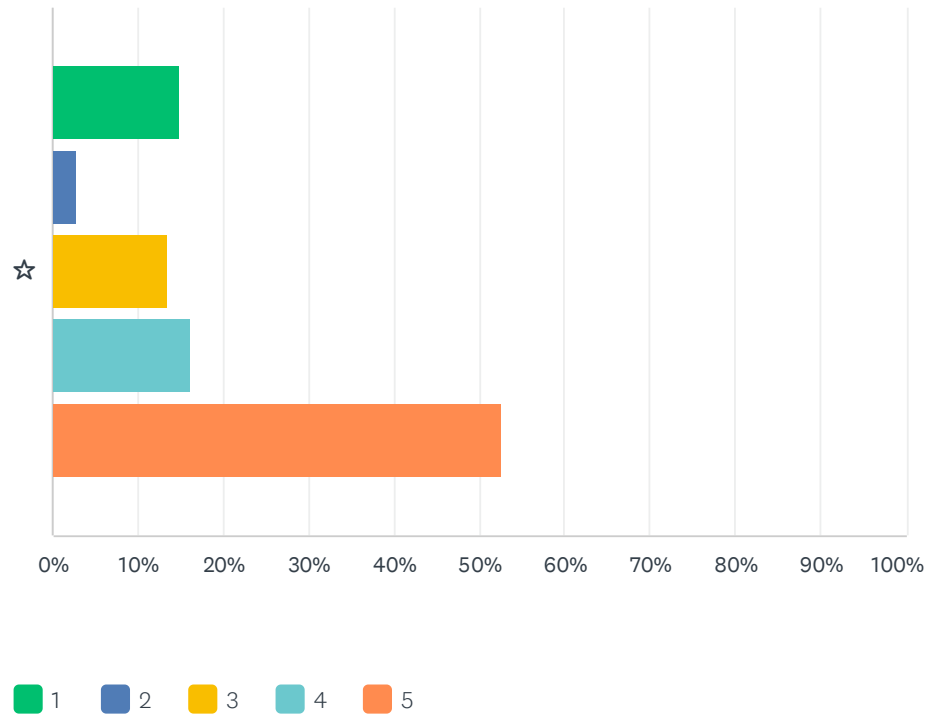
#	OTHER (PLEASE SPECIFY)	DATE
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CBA Immigration Law Section - IRCC Experience Survey

1	Urgent matters that require a quick note to be made on the client's file. Requesting file numbers is common.	9/25/2021 11:47 AM
2	Rarely contact Call Centre as they are usually unhelpful	9/24/2021 5:06 PM
3	Specific issues for a particular file	9/24/2021 3:13 PM
4	never call them as they are generally useless	9/24/2021 12:08 PM
5	Trying to locate the office who has the file	9/23/2021 10:55 PM
6	The call centre workers usually refuse to speak to representatives so we never call	9/13/2021 11:05 AM
7	When processes are taking more than usual	9/12/2021 11:06 PM
8	I would like policy clarifications where possible	9/10/2021 5:11 PM
9	confirm receipt of additional documents; Get some clarification on an unclear request from processing office;	9/10/2021 1:26 PM
10	I called last year. Waited +90 mins on hold. I have not called since.	9/10/2021 1:20 PM
11	Ask questions about various program requirements	9/10/2021 1:01 PM
12	Not applicable, it is useless	9/10/2021 12:45 PM
13	I only call with a client or direct them to call the Call Centre - waste of time otherwise	9/10/2021 12:26 PM
14	I cannot recall specifically now; it has been a long time.	9/10/2021 12:17 PM
15	Notify IRCC that we did not receive documents said to be transmitted by email. For example, reviving letter about medical exams but not the medical information sheet.	9/10/2021 12:16 PM

Q33 On a scale of 1 to 5, how would you rate your experience with getting through to an IRCC operator? (where 1 would be “very easy” and 5 would be “very difficult”)

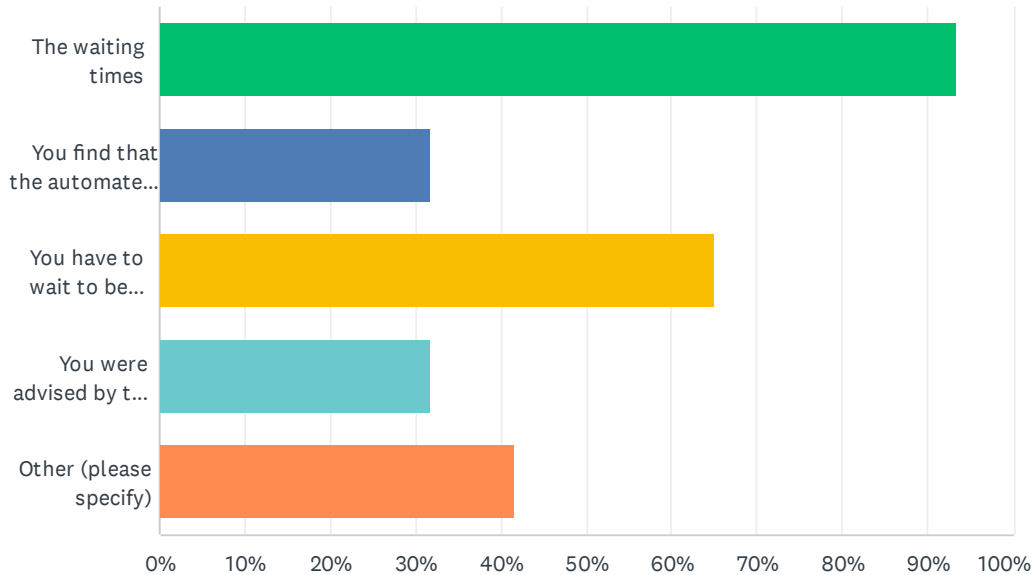
Answered: 74 Skipped: 41



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	14.86% 11	2.70% 2	13.51% 10	16.22% 12	52.70% 39	74	3.89

Q34 What were the main reasons that could explain the difficulty in getting through to an operator? (Please check all responses that apply)

Answered: 60 Skipped: 55



ANSWER CHOICES	RESPONSES
The waiting times	93.33% 56
You find that the automated instructions are difficult to follow.	31.67% 19
You have to wait to be transferred to an operator after waiting to get through the automated menu.	65.00% 39
You were advised by the operator that they can only provide you with information about certain types of applications and you were transferred to another agent.	31.67% 19
Other (please specify)	41.67% 25
Total Respondents: 60	

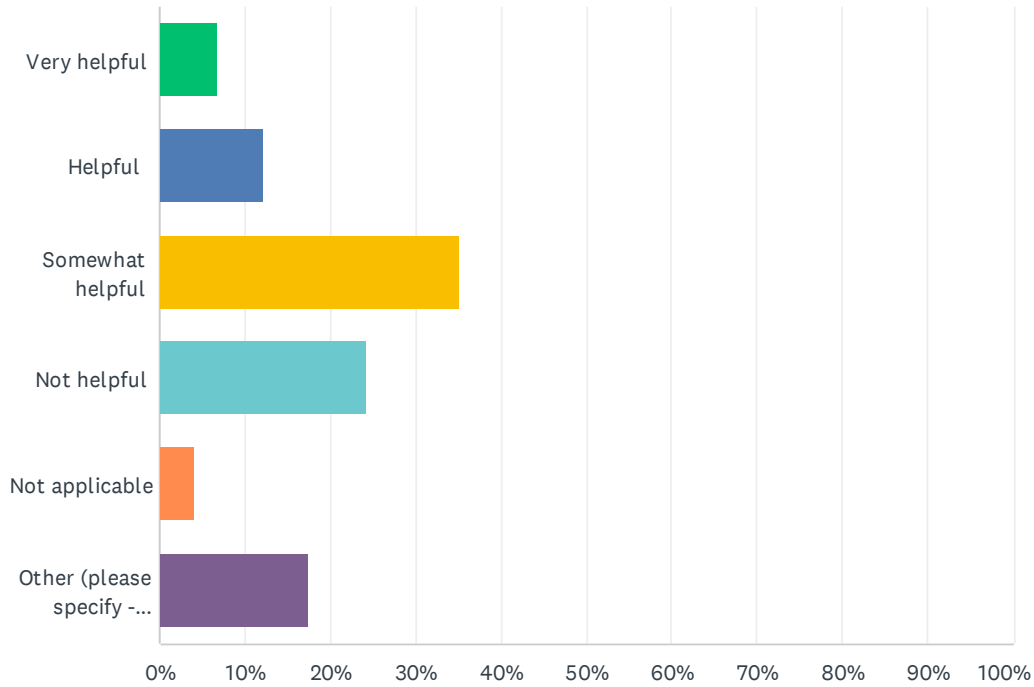
#	OTHER (PLEASE SPECIFY)	DATE
1	Constantly told there are too many calls and the call cannot be answered. No transfer to an officer. When you get on hold for an officer the wait is more than an hour	9/30/2021 5:51 PM
2	You cannot get through to the line and have to call over and over	9/30/2021 2:03 PM
3	System just disconnects without getting through to an agent	9/29/2021 4:30 PM
4	Most of the time, the queue is full and you're told to call back another time. This is 75% of our calls, and it would be even higher if we didn't adjust and make all of our calls at 8AM	9/24/2021 5:01 PM
5	by the time I get through the automated instructions and can request to speak to an operator, the line is "full" and I am told to try back at another time.	9/24/2021 12:36 PM
6	Getting disconnected after waiting for several minues	9/24/2021 12:14 PM
7	never call them anymore due to difficulties and useless advice	9/24/2021 12:09 PM
8	Some agents give wrong information	9/23/2021 11:55 PM

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9	It is not always possible to get to the operator to begin with - automated menus are not clear and not always have an option to speak with an agent. Waiting time could be very long and quite often the call is just dropped although you presumably in queue to speak to an agent and you have to start all over. almost never you can talk to someone from the first try - they transfer you from one department to the other although presumably you select correct options from the menu to get to the specific department	9/23/2021 10:43 PM
10	can NEVER reach an operator after calling different times and days in the week. Very very very frustration!!!	9/23/2021 9:56 PM
11	Refusing to talk to us as they can not "find" the use of rep. form, then refusing to talk to the client, at times, as they have a lawyer...	9/13/2021 4:09 AM
12	It won't transfer you at all because of high volume calls	9/12/2021 11:07 PM
13	often times you cannot be connected because of call volumes. Call centre calls are my absolute last resort when there are issues.	9/12/2021 8:18 PM
14	The Call Centre tells you to call back another day /time because no one is available to take the call.	9/10/2021 5:13 PM
15	Incorrect info given	9/10/2021 2:41 PM
16	They will hang up on you when it is your turn or disconnect the call	9/10/2021 1:31 PM
17	After working through the automated menu, you are informed that they cannot transfer you to an operator	9/10/2021 1:27 PM
18	No operators available after navigating the instructions for 15 min.	9/10/2021 1:17 PM
19	Having to repeatedly call just to be put into the queue	9/10/2021 1:05 PM
20	The representative doesn't know the answer	9/10/2021 1:02 PM
21	The phone tree is designed to be impossible to navigate. And, after about 8 minutes of navigation, one has a 50% chance of getting the "we are too busy, try again later" message. So, then you try again and eventually get through to being on hold. Hold times average 35 minutes.	9/10/2021 1:01 PM
22	Unable to speak to a human and call disconnects automatically	9/10/2021 1:00 PM
23	The majority of the time the automated system says it cannot put me in line and that I should try back. Other times the menu doesn't include an option for why I am calling.	9/10/2021 12:59 PM
24	Disconnected from call either at the beginning of process or in middle of call after waiting a long time to speak with an operator.	9/10/2021 12:56 PM
25	waiting times so long you cannot even get in line	9/10/2021 12:09 PM

Q35 How helpful did you usually find the information provided when you were able to get through to an operator?

Answered: 74 Skipped: 41



ANSWER CHOICES	RESPONSES
Very helpful	6.76% 5
Helpful	12.16% 9
Somewhat helpful	35.14% 26
Not helpful	24.32% 18
Not applicable	4.05% 3
Other (please specify - Example: It depends on the operator.)	17.57% 13
TOTAL	74

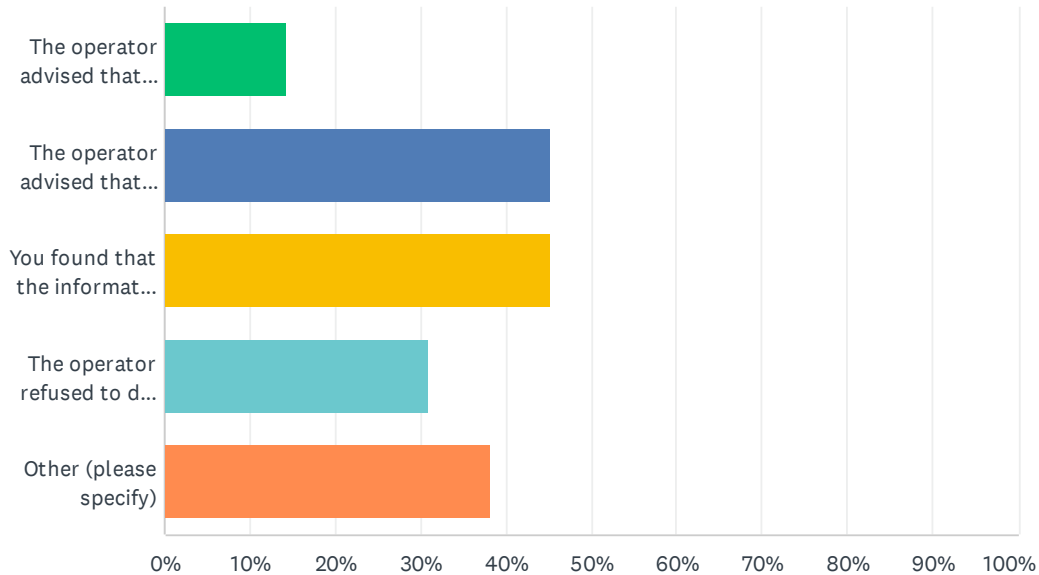
#	OTHER (PLEASE SPECIFY - EXAMPLE: IT DEPENDS ON THE OPERATOR.)	DATE
1	helpful only for very simple questions (is the application in the system) and it depends on operator	9/30/2021 2:04 PM
2	It depends on what you're asking for. Status updates are OK. I know there's a limit to the information they can provide. Anything else is a nightmare.	9/24/2021 5:02 PM
3	Depends on the operator	9/23/2021 11:56 PM
4	Usually its a boiler point response...we are sent some standard email with standard content.	9/13/2021 3:27 PM
5	we do not call the call centre	9/13/2021 11:05 AM

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6	It depends on the operator and the type of request	9/12/2021 11:08 PM
7	- operator often not familiar with the procedure, asks strange questions, is unpleasant, not helpful, not cooperating	9/11/2021 3:12 AM
8	It varies greatly. Some make no effort at all and keep repeating they can do nothing. Others will actually take time to check the file and try to provide some sort of response.	9/10/2021 3:57 PM
9	Depends on the operator and the subject matter.	9/10/2021 1:27 PM
10	It depends on the reason for the call to the Call Centre. I find the operators generally knowledgeable and helpful, as long as you can reach one and as long as they have access to the information you are looking for. However, I generally don't bother with the Call Centre unless I am looking for some specific piece of information in GCMS.	9/10/2021 12:57 PM
11	It depends on the operator; Incorrect information and legal advice provided by some operators.	9/10/2021 12:56 PM
12	Told something would be sent, and still not received	9/10/2021 12:17 PM
13	some agents don't assist t all. others are very good. But we also get conflicting info from different agents on the same file	8/30/2021 12:28 PM

Q36 Why were you not satisfied with the responses provided by the operator? (Please check all responses that apply.)

Answered: 42 Skipped: 73



ANSWER CHOICES	RESPONSES
The operator advised that they will only deal with one file.	14.29% 6
The operator advised that there is no use of representative form on file.	45.24% 19
You found that the information provided is illogical for the fact situation.	45.24% 19
The operator refused to deal with the law firm staff and insisted on speaking to the lawyer directly.	30.95% 13
Other (please specify)	38.10% 16
Total Respondents: 42	

#	OTHER (PLEASE SPECIFY)	DATE
1	Operator lacks access to info being sought	9/29/2021 4:31 PM
2	They couldn't provide a clear direction in case of an error at IRCC level	9/23/2021 11:39 PM
3	The line often gets dropped.	9/23/2021 9:07 PM
4	They say they don't have access to information we need on file	9/23/2021 8:30 PM
5	Long wait to be able to speak with the agent	9/23/2021 7:51 PM
6	Not able to assist on overseas applications	9/23/2021 7:45 PM
7	referred to website	9/12/2021 8:52 PM
8	The operator said they cannot provide comment on certain issues because they cannot identify you as the representative or because the issue you're calling about are Use of Rep issues, and therefore they will not talk with you. In at least two cases, I have had to get the client to call and confirm I was the rep, before they would speak with me. This is obviously	9/12/2021 8:20 PM

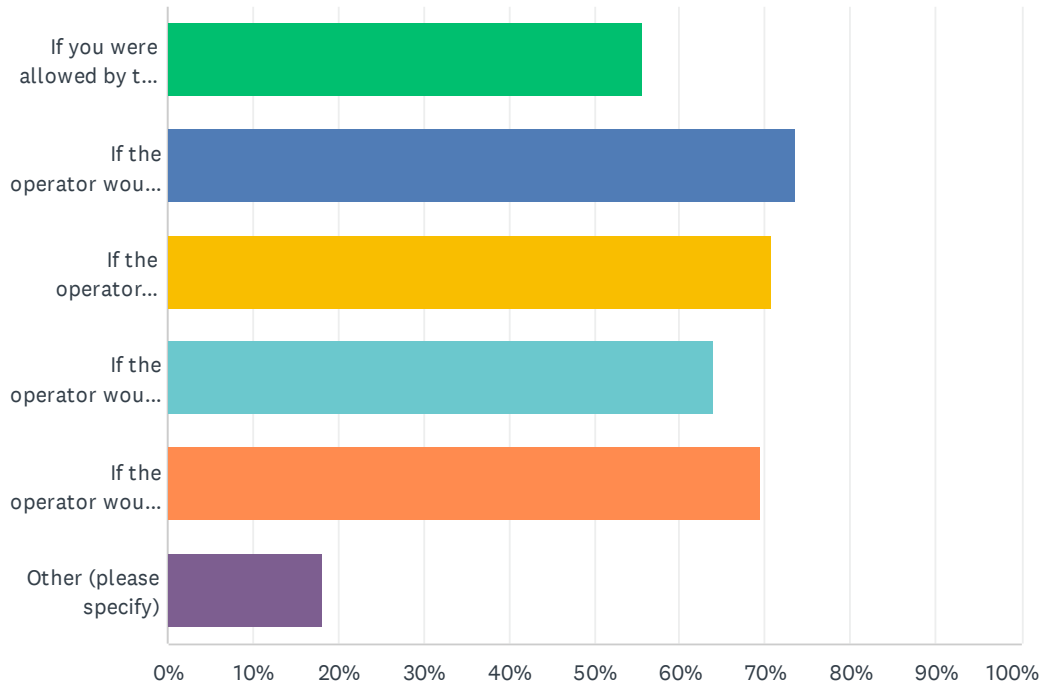
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time consuming for clients who are supposed to be paying you to liaise with government on their behalf.

9	Operators often provide information/suggestions that are inconsistent or contrary to the current law/policy	9/12/2021 1:53 AM
10	They do not have sufficient substantive information to share or consult manuals or supervisors and are not certain the advice offered.	9/10/2021 5:14 PM
11	Sometimes you get a different answer on the same questions and issues	9/10/2021 1:03 PM
12	They don't provide enough details, even when asked. They are reluctant to provide specific details...for example, when criminal, security or medical screening was completed, the location of the file,	9/10/2021 12:41 PM
13	We have mostly given up on the call centre but will sometimes ask what policy is if it is not published anywhere or check on PR cards (they seem particularly good with that issue insofar as whether new photos are needed or if the card was mailed out and to where).	9/10/2021 12:39 PM
14	limited use of the Call Centre	9/10/2021 12:27 PM
15	operator knows less than me	9/10/2021 12:09 PM
16	Provided input was incomplete.	9/10/2021 12:02 PM

Q37 What would be your recommendations to improve the current process? (Please check all responses that apply.)

Answered: 72 Skipped: 43



ANSWER CHOICES	RESPONSES
If you were allowed by the operator to ask questions about multiple cases up to a maximum amount of time as opposed to the number of files.	55.56% 40
If the operator would email the processing office to advise of the receipt of a new document or put a note on your client's file confirming that it has been sent.	73.61% 53
If the operator allowed you to add the use of representative form to the client's file immediately if it was missing.	70.83% 51
If the operator would summarize the error and forward this information to the decision maker for review in the event of an error on the client's file.	63.89% 46
If the operator would allow the law firm staff to speak and ask questions on clients' files handled by lawyers at the same firm.	69.44% 50
Other (please specify)	18.06% 13
Total Respondents: 72	

#	OTHER (PLEASE SPECIFY)	DATE
1	Easier and faster procedures to get through to an agent	9/29/2021 4:32 PM
2	Make more operators available.	9/24/2021 5:03 PM
3	Easier way of getting hold of an operator	9/24/2021 3:14 PM
4	if there was an automated instruction section for representatives to get through to an operator quickly	9/24/2021 12:37 PM

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5	If we can go straight to the operator instead of waiting for the messages to end	9/23/2021 11:58 PM
6	it would be helpful if we can reach an operator in the first place. have not been able to reach the operator for over one month.	9/23/2021 9:58 PM
7	If the operator would be more knowledgeable of programs and policies	9/10/2021 5:15 PM
8	If there were some mechanism to actually speak to processing officers and decision makers to clear things up. Why must they be so shielded?	9/10/2021 1:29 PM
9	A more knowledgeable staff	9/10/2021 1:04 PM
10	This is just a comment. I have called the Call Centre in the past and asked one agent about multiple cases at once and they have always just given me the information I was looking for without issue.	9/10/2021 12:59 PM
11	Eliminate the call Centre, it confuses clients.	9/10/2021 12:46 PM
12	If I could just get through to someone.	9/10/2021 12:43 PM
13	If they are going to state what a policy is, then they should put that in writing. The follow-up emails that they send are rarely on point.	9/10/2021 12:40 PM