Claim Report

SIGNIFICANT INFORMATION GAP

'We will send you a final response within 20 working days. If we can’t answer your query during this time, we will let you know when you can expect a final response.'

Department of Justice, Home Affairs and Migration

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Receipt Brief

THE CLAIM

Within the Department of Justice Customer Charter 2025-2028[1], the Department committed to the following statement for queries by letter and email.

'We will send you a final response within 20 working days. If we can't answer your query during this time, we will let you know when you can expect a final response.'

THE EVIDENCE

The Department does not explicitly reference the Customer Service Portal in the Customer Charter. Published performance data to support the claim has not been identified. The portal is included in this research as customers are directed to it. However, it is unclear if the Customer Charter applies to the portal. The Editor's first-hand experiences are summarised[2] but are not assumed to represent all experiences:

6 queries submitted by the Editor

3 complaints submitted by the Editor

5 queries closed within 20 working days.

5 queries closed without a response or answer.

1 query closed after 20 working days.

1 query closed after only a partial response.

3 complaints outstanding, with no contact for over 40 calendar days.

THE INFORMATION GAP

Significant Information Gap

In order to understand and report on the validity of the claim, information on customer service performance statistics should be published, such as (but not limited to):

- How many queries and complaints are received, and by what method (letter, email, portal)?
- How many are responded to with a final response within 20 working days?
  - And how many are advised a date to expect a final response?
- How many are closed without a full or partial response?

This information would identify if the Department is compliant with its claim. However, it would not identify if customers are satisfied with the responses they receive.

Sources

01 **Department of Justice Customer Charter**

Department of Justice • Published 2025

Document Linked Here

02 **Receipt Brief - Editor's Personal Interactions**

Receipt Brief Editor Dataset | 01 May - 08 October 2026.

Nine documented interactions with the Immigration Service Delivery Customer Service Portal. Supporting records retained by Receipt Brief.