CLAIM REPORT

WITHIN TIMEFRAME

'An immigration system more responsive to the needs of its users and reduced timeframes for consistently high-quality, professional decisions.'

Department of Justice, Home Affairs and Migration's Statement of Strategy 2025 - 2028[1]

THE CLAIM | THE EVIDENCE | THE INFORMATION GAP

REVIEW DATE: 03 November 2027
Published: 03 November 2026 | Version: 1.0

THE CLAIM

'An immigration system more responsive to the needs of its users and reduced timeframes for consistently high-quality, professional decisions.'

BY:

Department of Justice, Home Affairs and Migration

DOCUMENTED IN:

Statement of Strategy 2025 - 2028[1]

Goal 4: A fair and firm immigration system.

PUBLISHED ON:

20 November 2025[2]

TIMEFRAME:

Specific time frame outside of the 2025 - 2028 strategy is not identified.

THE EVIDENCE

We searched for publicly available, relevant, and comparable information to identify if the claim has been achieved:

- Customer service satisfaction metrics.
- Comprehensive dataset of timeframes for the varying types of administration.
- Comparable data on administrative error rates, decisions amended or overturned following appeals or judicial proceedings, and internal quality-assurance findings over time.

This review did not identify sufficiently comprehensive, comparable information covering all three elements of the intended outcome.

While some data is available, without comparable information, evidence of the current performance is presented for context.

Context does not determine the claim status.

- In 2025, before the release of the claim, the Department's Customer Charter[3] commits to:

> *'We will try to acknowledge all letters and emails **within five working days**. 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

- **Annual Statement of Priorities 2026**[4], Goal 4, excludes explicit reference to the claim.

- On 22 September 2026, **Ombudsman Ger Deering** presented the 2025 Annual Report to the Joint Committee on Public Petitions and the Ombudsmen. [5]

> *'We also received 143 complaints about the Department of justice, largely in areas which are not within my statutory remit as Ombudsman to investigate, namely, those concerning immigration and naturalisation matters.'*

The Ombudsman requested a minor legislative change to end the legislative exclusion of complaints made that regard the administration of the law for immigration and naturalisation.

> *'A whole cohort of people who provide vital services in areas, including medical, social care and a range of other areas [...]. Many of these people make a major contribution to our society, including through their work and tax contributions, yet they are still denied access to the services of the Ombudsman.'*[5]

- Receipt Brief's October 2026 public policy paper found inconsistent pre-processing wait times for residence renewal applications between January and August 2026.[6]

THE INFORMATION GAP

Determining progress towards the Department's intended outcome requires comprehensive, comparable information covering the period before and during the strategy.

What indicators does the Department use to measure progress towards the intended outcome?

The Department acknowledges that *'Key indicators will be developed and published to measure against outcomes.'*

> *'An immigration system more responsive to the needs of its users [...]'*

What are the customer service satisfaction metrics before and during the strategy?

> *'[...]and reduced timeframes [...].'*

What are the processing times for all administration types before and during the strategy?

> *'[...] for consistently high-quality, professional decisions.'*

What comparable data are available on administrative errors, review outcomes and internal quality-assurance findings?

THE SOURCES

01

Department of Justice, Home Affairs and Migration • *Statement of Strategy 2025-2028* • Published 2025 • Accessed: 02 November 2026 • Available here

02

Department of Justice, Home Affairs and Migration • *Minister Jim O'Callaghan publishes new Statement of Strategy 2025–2028 for his department* • Published 2025 • Available here

03

Department of Justice, Home Affairs and Migration • *Department of Justice, Home Affairs and Migration Customer Charter* • Accessed: 02 November 2026 • Available here

04

Department of Justice, Home Affairs and Migration • *Annual Statement of Priorities 2026* • Published: 29 May 2026 • Available here

05

Houses of the Oireachtas • *Joint Committee on Public Petitions and the Ombudsmen debate - Tuesday, 22 Sep 2026* • Published: 22 September 2026 • Available here

06

Public-Policy.ie • *Right to Remain: Working Towards Dignity and Sustainability in Irish Residence Permit Renewals* • Published: 20 October 2026 • Available here

Is there a claim you want to see tracked?

Let us know by emailing info@receiptbrief.com