Receipt Brief

EVIDENCE. CONTEXT. ACCOUNTABILITY.

Case Study 001 / IMMIGRATION ADMINISTRATION

OCTOBER 2026 • IRELAND

THE DOCUMENTS WERE THERE. THE REFUSAL SAID OTHERWISE.

A five-month IRP renewal case raises questions about data handling and portal records.

21 WEEKS, 5 DAYS

FROM APPLICATION SUBMISSION TO REFUSAL

6 WEEKS, 6 DAYS

FROM ADDITIONAL DOCUMENTS TO REFUSAL

THREE DIFFERENT RECORDS ON ONE SYSTEM.

ONE PORTAL. THREE VERSIONS.

APPLICANT PORTAL
Upload success.

MINISTER
Documents missing.

BORDER
No application exists.

WHAT HAPPENED TO PERSONAL DATA?

13 AUG — DOCUMENTS UPLOADED WITH EVIDENCE

Additional documents requested and submitted the same day.

21 SEP — ISD CLAIM: DOCUMENTS AWAITED

Minister of State TD conveyed that documents were outstanding; applicant disputed this with submission evidence.

24 SEP — ISD CLAIM: NO APPLICATION EXISTED

Border immigration officer reportedly stated that no application existed.

30 SEP — REFUSED: DOCUMENTS MISSING

Refusal issued on grounds of missing documents, despite prior submission evidence.

WHERE IS THE BACK-END AUDIT TRAIL?

Were the uploads stored, linked to the correct application, accessed, or reviewed? What happened to the personal data and document records?

THE PAPER TRAIL / PORTAL OUTCOMES

CASE EVIDENCE • QUERIES & COMPLAINTS

05 QUERIES — CLOSED WITHOUT AN ANSWER	**01** QUERY — PARTIAL RESPONSE	**03** COMPLAINTS — NO RESPONSE RECEIVED AWAITING 40+ DAYS	**!** PORTAL — COMPLAINTS NOT VISIBLE

HOW MANY DECISIONS WERE MADE WITHOUT REVIEWING EVIDENCE ALREADY PROVIDED?

AND WHO VERIFIED THE RECORDS BEFORE THE REFUSAL?

HOW MANY PEOPLE LOST THEIR RIGHTS?

IF THE OMBUDSMAN CANNOT INVESTIGATE IMMIGRATION ADMINISTRATION, WHO ENSURES PUBLIC ACCOUNTABILITY?