Receipt Brief

10 October 2026

Deputy Louise O'Reilly
Via email: louise.oreilly@oireachtas.ie

Extending the Ombudsman's Remit and Auditing Immigration Service Delivery

Dear Deputy O'Reilly,

I am writing to request your support, as Chair of the Joint Committee on Public Petitions and the Ombudsmen, for two actions:

1. Progressing Ombudsman Ger Deering's recommendation to extend the Ombudsman's remit to include complaints concerning the administration of immigration and naturalisation law.
2. Seeking an independent audit of Immigration Service Delivery's (ISD) administrative practices, customer service, and complaints procedures.

Your support will give a voice to a group of people contributing to Ireland's economy and society that are being harmed by both information disorder and the administration of immigration law. The Committee's meeting on September 22nd marked a significant step towards a fair and humane experience for the many people contributing to Ireland, who must navigate the Immigration Service Delivery system.

Receipt Brief was founded on a question: Is information disorder influencing public policy? We examine public claims against available evidence, highlighting significant information gaps that may leave public understanding vulnerable to misinformation, disinformation, and malinformation. With a study[1] showing public perception on immigration is overestimated, monitoring information gaps that leverage that perception is essential. Examination of Immigration Service Delivery has identified concerns regarding the transparency and effectiveness of its customer service and complaints procedures.

I've enclosed a case study for your review. My experience of immigration administration has had devastating personal consequences. Following a lack of responses from ISD and portal issues with the processing of my uploaded documents, I lost my employment with the Citizens Information Board, along with financial security, and the less tangible: dignity. How many others have had a similar, unresolved and unsupported experience?

I would welcome confirmation of whether the Committee intends to pursue the Ombudsman's recommendation and whether an independent examination of ISD's administrative practices can be considered.

Sincerely,

Stephanie Vallance
Founder, Receipt Brief

[1]Economic Social Research Institute (ESRI) (2026) Overestimating immigration linked to negative attitudes Available at: https://www.esri.ie/news/overestimating-immigration-linked-to-negative-attitudes (Accessed 29 September 2026)

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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	**01** QUERY	**03** COMPLAINTS	**!** PORTAL
CLOSED WITHOUT AN ANSWER	PARTIAL RESPONSE	NO RESPONSE RECEIVED AWAITING 40+ DAYS	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?