

## **SURVEY CARRIED OUT BY CUSTOMER SERVICE CENTRE - 23/07/07 - 27/07/07**

### **1. INTRODUCTION**

The Customer Service Centre of the Office of the Refugee Applications Commissioner (ORAC), under the terms of its Customer Service Charter, conducts two surveys each year to determine the reaction of our customers to the various services provided by ORAC. These surveys form part of the process to improve and, where necessary, change our service delivery so that we continue to meet the needs of our customers.

### **2. AIM OF SURVEY**

The aim of the present survey is to establish the reaction of our customers to the arrangements for, and conduct of, their substantive interview (as provided for under Section 11 of the Refugee Act 1996, as amended), to assess their application for refugee status.

### **3 RESPONSE RATE TO SURVEY**

A total of sixty nine interviews were scheduled for the week of the survey. Twelve applicants did not attend for interview and of the fifty seven interviews which took place, thirty five interviewees completed the survey form.

This represents a response rate of **61%**.

### **4. METHODOLOGY**

Interviewees were given the survey form on returning to the Interview Waiting Area following their interview. Where an interpreter had been present at the interview, the interpreter assisted the interviewee with a translation of the questions. The interpreters were instructed to withdraw before the interviewee responded to Question 9.

The 9 questions included in the survey were:

- Q1. At what time of the day was your interview scheduled to start?
- Q2. When you attended for interview, were you dealt with promptly?
- Q3. Are you satisfied that you were treated with courtesy and respect at your interview?
- Q4. Were you offered the opportunity to take a break during your interview?
- Q5. Did you feel that you had an opportunity to fully explain the reasons why you would not want to return to your country of origin?
- Q6. How satisfied are you with the Interview Room?
- Q7. Have you any further suggestions as to how the interview room can be enhanced?  
Please use space below for your suggestions.
- Q8. Did you consult with the Refugee Legal Service or a solicitor before the interview?
- Q9. Were you satisfied with your interpreter today?

## 5. SUMMARY

The following are some of the main findings of the survey:

- All applicants indicated that they were very satisfied (**68.6%**) or satisfied (**31.4%**) with the level of courtesy and respect with which they were treated.
- When asked if they felt they were given an opportunity to explain reasons as to why they would not want to return to their country of origin **94.3%** answered YES, **2.9%** answered NO and **2.9%\*** did not reply. This would indicate a very high rate of satisfaction on the part of applicants as to how interviews are conducted at ORAC.
- Overall, applicants expressed satisfaction with the interview room, **51.4%** satisfied and **45.7%** very satisfied, with **2.9%\*** no reply.
- When asked about suggestions as to how interview room could be enhanced **94.3%** answered NO (i.e., they did not have any suggestions to make), **2.9%\*\*** answered OTHER and **2.9%\*** did not reply.
- **57.1%** of applicants consulted with the Refugee Legal Service, or a private solicitor, before the interview. **40.0%** answered NO, and **2.9%\*** did not reply.
- In the week in which the survey was conducted, **40.0%** of applicants did not require the services of an interpreter, and **42.9%** expressed satisfaction with their interpreter. **17.1%** of applicants did not reply to this question.

\* This applicant only completed the first page of Survey form.

\*\* In relation to Q7 one applicant suggested that the window should be kept open during Interview.

## CONCLUSION

Overall feedback would appear to be very positive and would suggest that customers are satisfied with the arrangements in place for, and the conduct of, their substantive interviews.

The survey form provided space after each question for respondents to provide further comments. With the exception of the suggestion that the window should be kept open, no respondent availed of the opportunity to elaborate on their answers.

Respondents who required one, availed of an interpreter for their interview and indicated that they were satisfied with their interpreter.

## RESPONSES BY QUESTION

	Answer	Count	Percent
<i>At what time of day is your interview scheduled to start?</i>	<i>Morning</i>	25	71.4%
	<i>Afternoon</i>	10	28.6%
<i>When you attended for interview, were you dealt with promptly? If no, please explain why</i>	<i>Yes</i>	35	100.00%
<i>Are you satisfied that you were treated with courtesy and respect at your Interview? If dissatisfied or very dissatisfied, please explain why</i>	<i>Very Satisfied</i>	24	68.6%
	<i>Satisfied</i>	11	31.4%
<i>Were you offered the opportunity to take a break during your interview? If no, please explain why</i>	<i>Yes</i>	35	100.00%
<i>Did you feel that you had an opportunity to fully explain the reasons why you would not want to return to your country of origin? If no, please explain why</i>	<i>Yes</i>	33	94.3%
	<i>No</i>	1	2.9%
	<i>No reply*</i>	1	2.9%
<i>How satisfied were you with the Interview Room? If dissatisfied or very dissatisfied, please explain why</i>	<i>Satisfied</i>	18	51.4%
	<i>Very Satisfied</i>	16	45.7%
	<i>Dissatisfied</i>	0	0.00%
	<i>Very Dissatisfied</i>	0	0.00%
	<i>No reply*</i>	1	2.9%
<i>Have you any further suggestions as to how the Interview room can be enhanced? Please use space below for you suggestions</i>	<i>No</i>	33	94.3%
	<i>OTHER**</i>	1	2.9%
	<i>No reply*</i>	1	2.9%
<i>Did you consult with the Refugee Legal Service, or a solicitor, before the interview? If no, please explain why</i>	<i>Yes</i>	20	57.1%
	<i>No</i>	14	40.0%
	<i>No reply*</i>	1	2.9%
<i>Were you satisfied with your interpreter Today? If no, please explain why</i>	<i>Yes</i>	15	42.9%
	<i>No</i>	0	00.0%
	<i>Had no Interpreter</i>	14	40.0%
	<i>No reply</i>	6	17.1%