



Canada Border
Services Agency

Agence des services
frontaliers du Canada

Complaint Input Form (HQ)

Client Details				
Last Name Hoclung		First Name Radu Sebastian		<input type="checkbox"/> Third Party
Residency Resident	Citizenship Canada	Client Type Traveller	Language English	<input type="checkbox"/> Consented
File Details				
Complaint File Number 2015 02 16268	VPO File Number	Other Cross Reference Number	Complaint Conclusion Unfounded	<input type="checkbox"/> Privacy Related
Sign-Off Level HQ Director	First Contact Date 2 0 Y 1 5 0 M 2 0 D 9		Final Response Date 2 0 Y 1 5 0 M 2 0 D 9	
Reason for Late/Additional Information				
Responding Office Details				
Branch Corporate Affairs	Division Appeals	Directorate Recourse	Unit A	
Complaint Details				
Describe the nature of the complaint allegations and list the programs or services in question The appellant complained that the Adjudicator assigned to the file was not competent.				
Record of Call				
Name of Caller Jean-Marc Dupuis	Client Contact Number 519 883-8454	Date of call 2 0 1 5 0 2 0 9	Time of call 9 am	Duration 5 minutes
Summary of call I informed the appellant that I would be re-assigning his file to a different Adjudicator and that we would be seeking a legal opinion with respect to arguments he presented.				
Was the Issue Resolved? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
How was it resolved? The appellant was satisfied with my response.				
Follow Up Required? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				