



### Service Standards

NSIRA has committed to establishing service standards for the investigation of complaints.

The service standards set time limits within which certain investigative steps for each type of complaint should be accomplished under normal circumstances and should specify the circumstances under which those time limits do not apply.

**The Secretariat committed to completing 90% of investigations within NSIRA service standards by March 2024 in the draft Departmental Plan for 2023-2024.**

The service standards, for complaints under normal circumstances, are as follows:

#### Section 16 – Canadian Security Intelligence Service

Step	Service Standard
Determination of jurisdiction	60 business days from the date of receiving all necessary information to determine jurisdiction
Investigative interview of Complainant	60 business days from the date of receiving all documents relevant to the complaint from complainant
Investigation and final report of complaint*	120 business days from the date of receiving all necessary information to fully investigate and consider complaint

#### Section 17 – Communications Security Establishment

Step	Service Standard
Determination of jurisdiction	60 business days from the date of receiving all necessary information to determine jurisdiction
Investigative interview of Complainant	60 business days from the date of receiving all documents relevant to the complaint from complainant
Investigation and final report of complaint*	120 business days from the date of receiving all necessary information to fully investigate and consider complaint

#### Section 18 – Denial of Security Clearance

Step	Service Standard
Determination of jurisdiction	60 business days from the date of receiving all necessary information to determine jurisdiction
Statement to complainant under section 22 of the <i>NSIRA Act</i>	60 business days upon receipt of information from the Director and Deputy Head concerned

Investigative interview of Complainant	60 business days from the date of receiving all documents relevant to the complaint from complainant
Investigation and final report of complaint*	120 business days from the date of receiving all necessary information to fully investigate and consider complaint

#### Section 19 – Royal Canadian Mounted Police

Step	Service Standard
Determination of jurisdiction	60 business days from the date of receiving all necessary information to determine jurisdiction
Investigative interview of Complainant	60 business days from the date of receiving all documents relevant to the complaint from complainant
Investigation and final report of complaint*	120 business days from the date of receiving all necessary information to fully investigate and consider complaint

#### Reports under subsection 19(2) of the *Citizenship Act*

Step	Service Standard
Investigation and final report of referral under subsection 19(6) of the <i>Citizenship Act</i>	120 days from date when all necessary information is received

\* This refers to the step *after* the Review Agency has completed all necessary investigative steps in relation to the complaint, such as investigative interviews or hearings. The timing of these investigative steps depends, in turn, upon receipt of documents and information from the implicated government department. This access to information stage can vary in length, depending on the complexity of the matter and the volume of materials.