




The Migration Review Tribunal and Refugee Review Tribunal are reviewing their Service Charter and would be grateful for your views. In particular, we would appreciate your response to the questions below.

1. Do the <b>service standards</b> listed in the Service Charter provide information that is useful and relevant?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered "no":			
(a) What should we omit?			
(b) What should we include?			
(c) What should we amend?			
2. Thinking about the <b>introductory information</b> in the Service Charter, is this:	<input type="checkbox"/> Too much?	<input type="checkbox"/> Too little?	<input type="checkbox"/> About right?
3. Thinking about the <b>communicating with us</b> information in the Service Charter, is this:	<input type="checkbox"/> Too much?	<input type="checkbox"/> Too little?	<input type="checkbox"/> About right?
4. Thinking about the <b>suggestions and complaints</b> information in the Service Charter, is this:	<input type="checkbox"/> Too much?	<input type="checkbox"/> Too little?	<input type="checkbox"/> About right?
5. How often have you referred to the Service Charter in the last year?	<input type="checkbox"/> Once	<input type="checkbox"/> Several times	
	<input type="checkbox"/> Frequently	<input type="checkbox"/> Not at all	
6. Does the Service Charter's presentation make it easy to read?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered "no", how could the presentation be improved?			
7. Is important information easy to find in the Service Charter?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered "no", how could this be improved?			
8. If you would like to make any other comments about the Service Charter, please provide details here:			

**Thank you very much for taking the time to provide this feedback.**