

13. Are Consular Services generally considered of high quality and available in both official languages?
  14. Are procedures in place for you to review all complaints concerning the Consular Program?
  15. Have you determined the attitude of staff members involved in the delivery of the Consular Program in order to establish whether or not there is a willingness to provide professional, helpful and positive service to Canadians?
  16. Have staff members involved in the Consular Program been provided with direction and guidance on what is expected from them in the delivery of Consular services?
  17. Have staff members received recent training and if not have headquarters been informed of your requirements?
  18. Are procedures in place to deal with requests from Canadians for meetings with senior members of the mission?
  19. Have procedures been reviewed for the handling of consular and passport fees?
  20. Have security procedures been reviewed for the handling and storage of blank passports and the associated material? What about cash flow?
  21. Do you review the monthly reports from the Passport Office on the technical quality of passport issuance?
  22. Do you review the monthly Consular Management Information System reports and the monthly passport reports?
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