

## 16. Scheduling Interviews

The IPDO will schedule an interview with the applicant at a mutually convenient date and time. The IPDO will make reasonable efforts to ensure the applicant is able to attend the interview, and be understanding of cancellations or conflicts due to family or work commitments.

### **PROCEDURES:**

1. The IPDO will contact the applicant either via e-mail or telephone (or both) to set up a time for an interview by telephone or in person. The IPDO will identify themselves to the applicant and answer any questions the applicant may have pertaining to the identity of the IPDO. If further verification is required by the applicant, the IPDO may refer the matter to the PNP Champion.
2. The IPDO will allow at least five (5) business days for the applicant to respond to the interview request. If they do not respond, further correspondence will be sent to the applicant, requesting a response within ten (10) business days. The IPDO will inform the applicant that, should this time frame elapse, the file will be closed, as per the procedural fairness policy.
3. If the applicant feels that they cannot find the time to interview during working hours or at any point in the day, consideration will be given to providing an alternative means to assessing the application. For instance, the IPDO may consider sending the interview questions by e-mail or conducting the interview outside of regular business hours, provided OIM has pre-approved overtime for application processing.

If no interview can be conducted, and the IPDO is not satisfied that justification has been offered by the applicant regarding their absenteeism, the IPDO may recommend to the Manager of Immigration Programs that the file be closed. The Manager of Immigration Programs will make a decision in this regard, in consultation with the Director.