



Canada Border Services Agency
Pacific Region
607 - 333 Dunsmuir Street
Vancouver, BC
V6B 5R4

Agence des services frontaliers du Canada
Région du Pacifique
333, rue Dunsmuir, pièce 607
Vancouver, (C.-B.)
V6B 5R4

Mr. Torsten Nenzen
Magnusvagen 6A
Jarfalla, Stockholm
Sweden
17731

Dear Mr. Nenzen:

Thank you for your email dated June 10, 2011, concerning your recent experience with Canada Border Services Agency (CBSA) officers and your general comments on the service provided at the Vancouver International Airport. Given the contents of your email, I asked one of my senior officials in the Pacific Region to review this incident.

In regards to your comments concerning the border services officers who served you, it has always been the Agency's policy that officers conduct themselves in a professional manner at all times. Rudeness is not acceptable. We strive to be courteous and respectful in all our dealings with clients and this is reinforced in all our Agency training programs.

It is my understanding that on May 31, 2011, you arrived at the Vancouver International Airport requesting to visit Canada for a duration of 180 days. You were interviewed by CBSA officers and it was subsequently determined that you were inadmissible to Canada under the *Immigration and Refugee Protection Act (IRPA)* as officers believed you would be attempting to stay in Canada without a valid visa. With regard to your processing, the border services officers followed established Agency policy.

Thank you for bringing your concerns to our attention as it allows us to further monitor the effectiveness of our services to clients. I would like to suggest that, if you encounter difficulties with the border clearance process in the future, you request to speak to the supervisor on duty. I find that most matters can be effectively resolved in this manner.

Yours sincerely,

Roslyn H. MacVicar
Regional Director General
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