



FEB 18 2011

Ms. Michelle C. Tranchemontagne  
Director/Legal Counsel  
Customs and Immigration Union  
1741, Promenade Woodward Drive  
Ottawa, Ontario K2C 0P9

Dear Ms. Tranchemontagne,

**RE: Investigation request – FB-06 Selection Process 10-BSF-IA-IND-HQ-PQP-FB-9003**

This is in response to your January 26, 2011 letter to Luc Portelance, President of the Canada Border Services Agency (CBSA) on the above-noted process and your request for an investigation of the alleged irregularities. I have been asked to respond on behalf of the President.

First, let me assure you that the decision to cancel process 07-BSF-IA-HQ-PQP-FB-1004 was not taken lightly. It was based on an in-depth review of the process, through which significant issues were uncovered that called into question legitimacy of the process. Recognizing the impact the cancellation of this process would have had on the candidates, who were promptly notified of the cancellation decision, a new process was immediately launched.

Please note that I concur with the decision and believe it was made in the interest of upholding the staffing values of fairness and transparency. Also note that I have been closely following the progress of new FB06 process 10-BSF-IA-IND-HQ-PQP-FB-9003. I am confident that the plan that was developed when the process was launched in April 2010, which included engaging professional full-time assistance from the Public Service Commission's (PSC) Personnel Psychology Centre, will ensure a consistent, fair and transparent outcome.

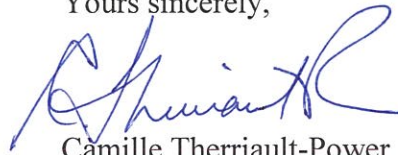
I appreciate your concerns and acknowledge that this process has presented some unforeseen challenges. However, after consulting with PSC officials, I do not believe that initiating another process is warranted. As a consequence, a request for an investigation will not be made.



I apologize for the added stress this may have caused you and other candidates. Please be assured that the CBSA is committed to completing this process as soon as possible and that efforts continue to be made to improve the staffing function at the Agency.

I trust the above is helpful and thank you for bringing your concerns to our attention.

Yours sincerely,



Camille Therriault-Power  
Vice-President, Human Resources Branch