

3. 6 REPORTING PHASE

EXHIBIT G- Reporting Guidelines

Document Name	Reporting Guidelines
Document Number	3.6G
When/How Used	These guidelines will assist the CVO in the delivery of a Final Verification report that is; accurate, objective, clear, concise, constructive, complete, and timely.
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Document Owner	
Division	Compliance Management HQ
Contact	Contact your local compliance verification office at: http://cbsa.gc.ca/contact/listing/indexpages/index-e.html

Other Stakeholders

Exhibit G

Reporting Guidelines

The verification report is the final step in the verification process. The verification report is an essential part of the verification process because it explains to the client or reader what the CVOs have done, what has been found, conclusions reached, and requirements and recommendations made. It is important that the verification report be:

Accurate

- Each statement and reference must be based on documented evidence contained in the verification files.
- The Interim Verification Report should make reference to relevant appendices or attachments to allow the reader too easily locate supporting information.

Objective

- The report should be constructed in an objective and informative manner.
- The report should be unbiased and fair.

Clear

- Matters should be reported in their proper perspective by explaining the relevant circumstances, in addition to the presentation of factual findings.
- The recommendations will be clear to enable the client to understand the errors and to make corrections to increase compliance in the future.
- The report should be transparent, with no surprises.

Concise

- The report should include only relevant and significant information —expressed logically and concisely. However, conciseness should not be at the expense of clarity.
- Sufficient information — aided by references to supporting appendices or attachments — must be given to enable the reader to understand the issues.

Constructive

- The requirements and recommendations section of the report should provide practical and useful instructions to assist the client in correcting and improving non-compliance.

Complete

- The report should be comprehensive and provide the client with a complete picture of the results and requirements of the verification.
- The report should contain findings and recommendations with respect to the client's compliance levels with CBSA administered legislation.

Timely

- The work should be planned with the objective of reporting results to the client as quickly as possible.