



**Australian Government**  
**Department of Immigration and Citizenship**

2 August 2013

Mr B. J. Rossiter

Sent by email to: [foi+request-127-6e33e4f3@righttoknow.org.au](mailto:foi+request-127-6e33e4f3@righttoknow.org.au)

**In reply please quote:**

Client Name B. J. Rossiter  
FOI Request FA 13/06/00056  
File Number ADF2013/16351

Dear Mr Rossiter

**Freedom of Information request – Decision on request - Access**

This letter refers to an access request received under the *Freedom of Information Act 1982* (the FOI Act) received on 3 June 2013.

You requested access to the following information:

*Incident Detail Report 1-5T1ZY1 from the Department's Compliance, Case Management, Detention and Settlement Portal. I also request any documents attached to the detailed report.*

On 3 July 2013 you were sent a charges notification and asked to provide a payment within 30 days of the date of the letter.

As no response to the charges has been received, this request has been taken to be withdrawn. No further action will be taken on this request.

You may lodge a new request for access at any time.

**Contacting the FOI Section**

If you wish to discuss this matter, I can be contacted by email at [foi@immi.gov.au](mailto:foi@immi.gov.au).

**people** our business

### **How to make a complaint about the handling of your FOI request**

You may complain to the Australian Information Commissioner if you have concerns about how the department has handled your request under the FOI Act.

Your complaint must be in writing and must specify the agency you are complaining about. You can send your complaint to the Australian Information commissioner using the details that follow:

Post	GPO Box 2999 CANBERRA ACT 2601
or	GPO Box 5218 SYDNEY NSW 2001
Online	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
Email	<a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a>
Fax	+61 2 9284 9666
In person	4 National Circuit BARTON ACT
or	Level 3, 175 Pitt Street SYDNEY NSW

A complaint form is also available at [www.oaic.gov.au](http://www.oaic.gov.au).

### **Client service information**

Information about our Client Service Charter and how to make a compliment, complaint or suggestion, is included in the Client Service Information attachment.

### **Contacting the department**

You can contact us with a general enquiry in a number of ways including by email, through our website, by telephone through our Service Centres or offices around the world, or in person. In Australia you can call 13 18 81 between 9 am and 4 pm Monday to Friday. Details on contacting our offices outside Australia are available on our website at [www.immi.gov.au](http://www.immi.gov.au).

Yours sincerely



Amy Thompson

Position number: 60001861  
FOI Case Officer  
FOI & Privacy Policy Section  
Ministerial, Executive and External Accountability Branch  
Department of Immigration and Citizenship  
Email [foi@immi.gov.au](mailto:foi@immi.gov.au)

### **Attachments:**

**Client Service Information**

## **CLIENT SERVICE INFORMATION**

### **Client Service Charter**

Our Client Service Charter explains our service commitment to you. We are committed to service delivery that is timely, open and accountable, and responsive to your needs. The Charter explains how you can help us and how you can provide feedback or make a complaint. You can read our Client Service Charter on our website, or in a printed copy available from any of our offices.

### **Service satisfaction**

The department remains committed to ensuring that all clients, both in Australia and overseas, receive not only fair and reasonable treatment, but also an efficient standard of service that is sensitive to each client's needs.

To provide a compliment, complaint or suggestion you can:

- telephone the Global Feedback Unit on 13 31 77 during business hours
- complete a feedback form online at [www.immi.gov.au](http://www.immi.gov.au)
- write to:  
The Manager  
Global Feedback Unit  
GPO Box 241  
Melbourne VIC 3001  
Australia
- contact us directly through any of our offices.