



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

19 July 2013

Mr Jacob Phillips  
<foi+request-286-05b040fe@righttoknow.org.au>

**In reply please quote:**

Client Name: Jacob Phillips  
FOI Request : FA 13/07/00792  
File Number: ADF2013/22519

Dear Mr Phillips

**Acknowledgement of Freedom of Information request**

This letter refers to a request received by the Department of Immigration and Citizenship on 6 July 2013 under the Freedom of Information Act 1982 (the FOI Act) seeking:

*“Incident Detail Report I-70Y396 from the Department's Compliance, Case Management, Detention and Settlement Portal. I also request any documents attached to the detailed report.”*

Your request has been allocated a FOI Request Number FA 13/07/00792. Please include your FOI Request Number in all correspondence with the Freedom of Information Section. The statutory time allowed under the FOI Act for processing requests is 30 days.

**Contacting the FOI Section**

If you wish to discuss this matter, I can be contacted using the details provided below.

**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 (toll-free within Australia) 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, Reply Paid 241, Melbourne Vic 3001 Australia
- contact us directly through any of our offices.

**people** our business

The Department's client service charter is available by contacting me or; at any of our offices or; online at [www.immi.gov.au/about/charters/client-services-charter](http://www.immi.gov.au/about/charters/client-services-charter).

Yours sincerely

A handwritten signature in blue ink, appearing to read "Hallams".

Jessica Hallams

FOI Helpdesk Officer  
FOI and Privacy Section  
Department of Immigration and Citizenship  
Email [foi@immi.gov.au](mailto:foi@immi.gov.au)