



Australian Government
Department of Immigration and Citizenship

23 July 2013

Sarah Norgrove
<foi+request-291-d47d7842@righttoknow.org.au>

In reply please quote:

Client Name: Sarah Norgrove
FOI Request : FA 13/07/00951
File Number: ADF2013/23017

Dear Ms Norgrove

Acknowledgement of Freedom of Information request

This letter refers to a request received by the Department of Immigration and Citizenship 9 July 2013 under the *Freedom of Information Act 1982* (the FOI Act) seeking:

“Incident Detail Report 1-4C875X 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 13/07/00951. 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
- 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jessica Hallams', written in a cursive style.

Jessica Hallams

FOI Helpdesk Officer
FOI and Privacy Section
Department of Immigration and Citizenship
Email foi@immi.gov.au