

FOI Reference: 17/0244

24 May 2017

Ms Samathana Jonscher

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Dear Ms Jonscher

I refer to your email of 15 May 2017 and our subsequent telephone conversation on 23 May 2017 in relation to your request for documents and note that your application for documents is made under the *Freedom of Information Act 1982* (FOI Act).

This letter serves to acknowledge your Freedom of Information request (FOI Request), as required under section 15(5)(a) of the FOI Act, for documents that detail the customer complaints regarding indigenous artworks that the National Gallery of Australia has fielded for (if possible) the last three years and what percentage they make up of the total complaints we receive.

Your request has been assigned to me and I will be identifying the document applicable within the scope of the request received.

Please be aware that it is NGA policy not to release the names of any sub-SES employees which may be contained within identified documents and you should notify me if you object to this decision.

A decision on your request will be made in accordance with section 15(5)(b) of the FOI Act; that is, as soon as practicable but in any case no later than the end of the period of 30 days after the day on which the FOI Request was received. Please note, that the NGA may seek an extension of this period under section 15AB (1) by making application to the Information Commissioner.

Sincerely



Kirsti Partridge
FOI Officer