



Australian Government
Department of Immigration and Border Protection

10 October 2013

Mr Lawrence Bull
Right to Know

Sent via email to: foi+request-372-4d5d321c@righttoknow.org.au

In reply please quote:

Client Name Lawrence Bull
FOI Request FA 13/09/00100
File Number ADF2013/28495

Dear Mr Bull,

Freedom of Information request – Notification of withdrawal of Access request

This letter refers to an access request received under the *Freedom of Information Act 1982* (the FOI Act) received on 2 September 2013.

You requested access to the following information:

“Incident Detail Report 1-A4Q9GC from the Department's Compliance, Case Management, Detention and Settlement Portal. I also request any documents attached to the detailed report.”

On 8 October 2013, correspondence was received from you in which you advised that you wished to withdraw your request.

This request has been finalised in line with your correspondence. 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 using the details provided below.

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.

people our business

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	www.oaic.gov.au
Email	enquiries@oaic.gov.au
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.

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.

Yours sincerely



Miss Shannon Bevan
FOI Officer
FOI & Privacy Policy Section
National Office
Department of Immigration and Citizenship

Telephone 02 6264 4667
Email foi@immi.gov.au

Attachment:
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
- write to:
The Manager
Global Feedback Unit
GPO Box 241
Melbourne VIC 3001
Australia
- contact us directly through any of our offices.