



**Australian Government**  
**Department of Immigration and Border Protection**

9 October 2013

Michael Cordover  
Email: [foi+request-413-479186dd@righttoknow.org.au](mailto:foi+request-413-479186dd@righttoknow.org.au)

**In reply please quote:**

FOI Request: FA 13/10/00365  
File Number: ADF2013/32869

Dear Mr Cordover

**Acknowledgement of Freedom of Information request**

This letter refers to a request received under the *Freedom of Information Act 1982* (the FOI Act) on 4 October 2013. Your request has been allocated FOI Request Number FA 13/10/00365. Please include your FOI Request Number in all correspondence with the Freedom of Information Section.

**Processing times**

The statutory time allowed under the FOI Act for processing requests is 30 days. Requests are generally processed in the order in which they are received.

**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).

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Janelle Raineri'.

Janelle Raineri  
60006174  
FOI and Privacy Policy Section  
Department of Immigration and Border Protection  
Email: [FOI@immi.gov.au](mailto:FOI@immi.gov.au)

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## **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.

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6 Chan Street Belconnen ACT 2617

PO Box 25 BELCONNEN ACT 2616 • Telephone 02 6264 1111 • Facsimile 02 6225 6970 • Website: [www.immi.gov.au](http://www.immi.gov.au)