



Australian Government
Department of Immigration and Border Protection

3 March 2014

Mr Ben Fairless
Right to Know

Email: foi+request-529-93665f99@righttoknow.org.au

In reply please quote:

FOI Request FA 14/02/01093
File Number ADF2014/6570

Dear Mr Fairless,

Acknowledgement of Freedom of Information request

This letter refers to a request received under the *Freedom of Information Act 1982* (the FOI Act) on 22 February 2014, seeking access to:

"documents (including, but not limited to, emails, letters or other notes to which the department has access) which reference requests, decisions or opinions by either the minister currently responsible for the Department or any other currently serving federal minister on how the department should handle Freedom of Information (FOI) requests."

Your request has been allocated FOI request number FA 14/02/01093. 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.

people our business

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

Yours sincerely

A handwritten signature in blue ink that reads "Shannon B". The signature is cursive and fluid.

Shannon Bevan
FOI Administration Officer
FOI and Privacy Policy Section
Department of Immigration and Border Protection

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

Attachment
Client Service Information



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