



**Australian Government**

**Department of Immigration and Border Protection**

20 May 2014

Ms Sarah Pitney  
Right To Know

In reply please quote:  
FOI Request: FA 14/03/00653  
File Number: ADF2014/8942

Email: [foi+request-558-7871ab84@righttoknow.org.au](mailto:foi+request-558-7871ab84@righttoknow.org.au)

Dear Ms Pitney,

**Request deemed withdrawn**

I am writing to you in relation to your request under the *Freedom of Information Act 1982* (the Act) on 11 March 2014 for:

*A summary of all incident logs from the "self-harm" category from 1 December 2013 to present (11 March 2014) in the same format as FOI request FA 13/12/00509*

**Purpose of this letter**

This letter is further to the Charges notice under s.29 of the Act that I sent you on 17 April 2014 advising that you were liable to pay a charge in respect to processing your request. Under the Act, you were required to respond to the notice by close of business, Monday 19 May 2014.

You have not responded to this notice. As advised, if no response was received in the specified timeframe, your request will be taken to be 'deemed' withdrawn, pursuant to s.29(2) of the Act.

This request has been finalised as 'deemed' withdrawn. No further action will be taken on this request.

You may lodge a new request for access at any time.

**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.

A complaint form is also available at [www.oaic.gov.au](http://www.oaic.gov.au)

Yours sincerely



Shannon Bevan  
Authorised FOI Decision Maker

FOI & Privacy Policy Section  
Department of Immigration and Border Protection  
Ph: (02) 6264 4667  
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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.