



Australian Government

Department of Immigration and Border Protection

29 May 2014

Deep Thought

In reply please quote:

Client Name: Deep Thought

FOI Request : FA 14/05/01346

File Number: ADF2014/18218

Dear Deep Thought

Acknowledgement of Freedom of Information request

This letter refers to a request received under the *Freedom of Information Act 1982* (the FOI Act) received on 27 May 2014. Your request has been allocated a FOI Request Number FA 14/05/01346. 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.

Contacting the FOI Section

If you need to contact us about your application, we prefer that you do this by email. This helps us to continue processing all applications as quickly as we can.

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

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 (toll-free within Australia) on 13 31 77 during business hours
- complete a feedback form online at www.immi.gov.au
- write to the Manager, Global Feedback Unit, Reply Paid 241, Melbourne Vic 3001 Australia
- contact us directly through any of our offices.

people our business

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

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 Contact 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



Ashley Smith
FOI Case Officer
FOI & Privacy Policy Section
National Office
Department of Immigration and Border Protection

Telephone (02) 6225 8037
Email Ashley.Smith@immi.gov.au

Attachment(s)
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.

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