



Australian Government

Department of Immigration and Border Protection

11 August 2014

FOI Request FA14/07/00183  
File Number ADF2014/23627

Mr Bartolomeo Portelli  
Email: [foi+request-665-cda0e19f@righttoknow.org.au](mailto:foi+request-665-cda0e19f@righttoknow.org.au)

Dear Mr Portelli

**Request deemed withdrawn**

I am writing to you in relation to your request under the *Freedom of Information Act 1982* (the Act) on 3 July 2014 for:

*“Incident Detail Report 1-2P43C9 from the Department's Compliance, Case Management, Detention and Settlement Portal. I also request any documents attached to the detailed report”.*

**Purpose of this letter**

This letter is further to the Charges notice under s.29 of the Act that I sent you on 10 July 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, 11 August 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 As advised, if no response was received in the specified timeframe, your request will be taken to be ‘deemed’ withdrawn, pursuant to s.29(2) of the Act.

This request has been finalised as ‘deemed’ withdrawn.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

Mel Heggart  
Authorised decision maker  
FOI & Privacy Policy Section  
Parliamentary and Executive Coordination Branch  
Department of Immigration and Border Protection  
Phone (02) 6264 3131  
Email [foi@immi.gov.au](mailto:foi@immi.gov.au)

people our business

## **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.