



**Australian Government**  
**Department of Immigration and Citizenship**

26 October 2012

Mr Kieran Ingrey  
PO BOX A105  
SYDNEY SOUTH NSW 1235  
AUSTRALIA

**In reply please quote:**

Client Name: Kieran Ingrey  
FOI Request : FA 12/10/01060  
File Number: ADF2012/32279

Dear Mr Ingrey

**Acknowledgement of Freedom of Information request**

This letter refers to a request received by the Department of Immigration and Citizenship on 26 October 2012 seeking documents under the *Freedom of Information Act 1982* (the FOI Act).

Your request has been allocated a FOI Request Number FA 12/10/01060. Please include your FOI Request Number in all correspondence with the Freedom of Information Section. The statutory time allowed under the FOI Act for processing requests is 30 days.

**Contacting the FOI Section**

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](http://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.

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The Department's client service charter is available by contacting me or; at any of our offices or; online at [www.immi.gov.au/about/charters/client-services-charter](http://www.immi.gov.au/about/charters/client-services-charter).

Yours sincerely



Jessica Hallams

FOI & Privacy Officer  
FOI & Privacy Policy Section  
Department of Immigration and Citizenship

Telephone 02 6198 7525  
Email [foi@immi.gov.au](mailto:foi@immi.gov.au)