



Australian Government

Department of Immigration and Border Protection

4 March 2015

In reply please quote:

Client Name: Cressida Hall
FOI Request : FA 15/03/00226
File Number: ADF2015/8465

Dear Cressida Hall

Acknowledgement of Freedom of Information Access request

This letter refers to a request received under the *Freedom of Information Act 1982* (the FOI Act) received on 2 March 2015. Your request has been allocated a FOI Request Number FA 15/03/00226. 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 wish to discuss this matter, I can be contacted using the details provided below.

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.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Simone Stanley'.

Simone Stanley
Authorised FOI Decision Maker
Freedom of Information Section
Department of Immigration and Border Protection
Email foi@immi.gov.au

people our business

6 Chan Street Belconnen ACT 2617

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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.