



Our ref: CORP F2017/000586

12 December 2017

Hon David Ridgway MLC  
Member of the Legislative Council  
Parliament House  
DX 56506  
ADELAIDE

RECORDS & INFORMATION  
MANAGEMENT  
Level 16  
25 Grenfell Street  
Adelaide SA 5000  
GPO Box 1671  
Adelaide SA 5001  
DX 667  
Tel 8429 0422  
www.pir.sa.gov.au

Dear Mr Ridgway

**Determination under the *Freedom of Information Act 1991***

I refer to your application made under the *Freedom of Information Act 1991* which was received by Primary Industries and Regions SA (PIRSA) on 15 November 2017, seeking access to the following:

*"Copies of briefing papers detailing each of the 6 "Complaint about Government or Agency policy (including fees)" noted on pg 19 – of the PIRSA 2016/2017 Annual Report."*

Accordingly, the following determination has been finalised.

I have located one document that is captured within the scope of your request.

**Determination**

I have determined that access to the following document is **granted in part**:

Doc No.	Description of document	No. of Pages
1	Customer Service Feedback Form - Forestry	2

The information removed is pursuant to Clause 6(1) of Schedule 1 of the Freedom of Information Act which states:

***"6 - Documents affecting personal affairs***

*(1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead)."*

The information removed pursuant to Clause 6(1) consists of the names of the complainants. It is considered that disclosure of this information would be an unreasonable intrusion into the privacy rights of the individuals concerned.

The remaining information removed is outside of the scope of your request.

If you are dissatisfied with this determination, you are entitled to exercise your right of review and appeal as outlined in the attached documentation, by completing the "Application for Review of Determination" and returning the completed form to:

Freedom of Information Principal Officer  
Primary Industries and Regions SA  
GPO Box 1671  
ADELAIDE SA 5001

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your application, and the document to which you are given access, will be published in PIRSA's disclosure log. A copy of PC045 can be found at [http://dpc.sa.gov.au/data/assets/pdf\\_file/0019/20818/PC045-Disclosure-Log-Policy.pdf](http://dpc.sa.gov.au/data/assets/pdf_file/0019/20818/PC045-Disclosure-Log-Policy.pdf)

Should you require further information or clarification with respect to this matter, please contact Ms Lisa Farley, Freedom of Information and Privacy Officer on 8429 0422 or email [PIRSA.FOI@sa.gov.au](mailto:PIRSA.FOI@sa.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to be 'Deanna Fleming', written over a horizontal line.

Deanna Fleming  
**Accredited Freedom of Information Officer**  
**PRIMARY INDUSTRIES AND REGIONS SA**

## CUSTOMER SERVICE FEEDBACK FORM

Unique ID	Date feedback submitted	Name, title and company or organisation of person providing feedback: <i>Note: if confidential a code may be used</i>	Method feedback sent to PIRSA	Nature of feedback	Summary of key issue/s raised	Response date from Division	Method of response & objective reference	Was corrective action taken?	Status										
x/div or identifier from web unit			Verbal	Compliment	Brief description of the subject matter raised by the person providing feedback and relevant cause of concern	Direct response or date of draft response for CE sign off		Yes	Resolved										
[REDACTED]																			
										A178986	3-Aug-16	[REDACTED]	Letter to Minister	Complaint about gov/agency policy (inc fees)	Process and time taken for Mid North Forests Future Strategy Request For Proposal	16-Aug-16	Response from Minister with ForestrySA and PIRSA input	No	Other
										eA179710	18-Aug-16	[REDACTED]	Letter to Minister	Complaint about gov/agency policy (inc fees)	Process and time taken for Mid North Forests Future Strategy Request For Proposal	2-Sep-16	Response from Minister drafted for forwarding.	No	Other
[REDACTED]																			

