## 7 Application processing suspended

[Date]

Our reference: [agency reference]

[Name]  
[Address]  
Via email only: [Email address]

Dear [Name]

**ACCESS APPLICATION PROCESSING SUSPENDED**

I am writing to you regarding the access application you made under the *Freedom of Information Act 2016* (FOI Act) dated [date of access application].

S 34(4)  
This notice is to advise you that processing of this application has been suspended under section 34(4) of the FOI Act.

This is because I sent you a clarification request on [date], but I have not received a response from you regarding this matter. This is despite [insert explanation of subsequent attempts to contact applicant].

If you can provide the outstanding information requested before [due date, i.e. three months from the date of this letter], we will continue to process your application.

OR

S 106(3)  
This notice is to advise you that processing of this application has been suspended under section 106(3) of the FOI Act.

This is because I sent you advice regarding the estimated fees payable on your application on [date], but I have not received a response from you regarding this matter. This is despite [insert explanation of subsequent attempts to contact applicant].

If you can provide a response to the estimated fees payable before [due date, i.e. three months from the date of this letter], we will continue to process your application.

If your application remains suspended for a period of three months or longer, [agency name] will close this matter and cease to deal with this application further.

It is open to you to submit a new access application at any time.

S 34(4) - I would encourage you to ensure that you provide sufficient detail to enable the information that you are after to be identified.

If you would like more information about how to access government information in the ACT, you can find further advice on the website of the ACT Ombudsman at: <http://www.ombudsman.act.gov.au/improving-the-act/freedom-of-information/access-government-information>

If you have any questions in relation to your access application or the above, please contact me on [insert telephone number] or email [insert positional email address].

Yours sincerely

[INSERT SIGNATURE BLOCK]