

30th September, 2008



CMY

Centre for Multicultural Youth

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Re: Client Complaints Processes for the Centre for Multicultural Youth Issues
in the provision of Complex Case Support on behalf of the Department of
Immigration and Citizenship

If you consider that your concerns have not been dealt to your satisfaction by the
Centre for Multicultural Youth and/or its representative, a meeting will be arranged for
you to discuss the matter with a representative from the Department of Immigration
and Citizenship within five (5) working days.

Yours sincerely,

Chief Executive Officer