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**Subject:** VCAT File number: R2013/46102

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**From:** [REDACTED]

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**To:** VCAT-RT@justice.vic.gov.au;

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**Date:** Friday, 12 September 2014, 15:43

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Dear Residential Tenancies List,

Please forward this e-mail to your Chief Executive Officer.

Dear Ms Negri,

This is to make you aware that a file access request that I lodged on 25 August 2014, has not yet been processed. I have not heard of the outcome, except that on each occasion when I enquire, I am told that the file is in archives. I have contacted the residential tenancies list customer services telephone line on many occasions. It seems the file is permanently placed in the archives.

At one point I was of the impression that the file R2013/46102 was kept together with R2014/26078, but somehow, R2013/46102 has now gone back to the archives. It was with file R2014/26078 (when I enquired) just after I had lodged the request, so it is somewhat worrying that it has been placed in the archive when a request had been lodged.

I can see the need to place files in archives but their prompt retrieval is also necessary. Also, if it is necessary to place a file in archives when a request is lodged and before access is granted.

Herewith attached is a scanned copy of the file access request lodged with the VCAT Service Counter on 25 August 2014.

Yours sincerely

[REDACTED]