



## ***Complaints and Compliments***

### ***National Quarterly Report***

***October to December 2005***

- This report is provided to senior managers within Customs and is published on the Customs website.
- For further details on any of the information contained in this report please contact National Coordinator (46 6499) or Director Corporate Planning (46 5706).

## Introduction

This report provides statistical data for complaints and compliments received during the period October to December 2005. All statistical data included in this report was extracted on 16 January 2006. Where appropriate, comparative tables and graphs are provided for previous reporting periods.

## Executive summary

### Complaints

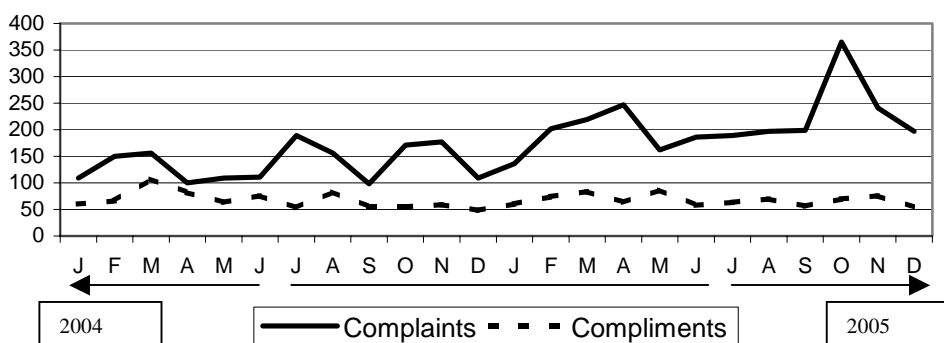


Figure 1. National trends for complaints and compliments from October 2003 to December 2005 by month

A total number of **743** complaints, excluding referrals, were reported compared with **585** in the previous quarter. The top three complaints were:

- ‘Process took too long’ (**99**),
- ‘Didn’t expect fees’ (**97**), and
- ‘Didn’t expect duty/tax’ (**74**).

‘Didn’t expect fees’ largely relates to complaints about demurrage fees (storage for containers) and ‘didn’t expect duty/tax’ largely relates to passenger concessions.

In addition to the above, Customs referred **60** complaints to other agencies.

### Compliments

A total number of **197** compliments were reported about Customs compared with **189** in the previous quarter. The top three compliments were:

- “Officer/s was helpful” (**56**),
- “Appreciated assistance” (**50**) and
- “Officer/s was professional” (**30**).

In addition, there were **3** referrals to other agencies.

## Significant variations in the December Quarter

### General

The following issues are highlighted as areas where a significant variation, increase or decrease, has occurred compared to the previous quarter.

#### **Type of Complaint**

##### ***'Didn't Expect Fees'***

The complaint 'Didn't expect fees' increased nationally from **24** to **97**. This increase in complaints mainly related to the introduction of ICS (**85**) (see Annex A).

##### ***'Didn't expect duty/tax'***

The complaint 'Didn't expect duty/tax' decreased nationally from **139** to **74**. This reduction in complaints mainly related to the new passenger concessions (**64**) (see Annex B).

##### ***'Process took too long'***

The complaint 'Process took too long' increased nationally from **55** to **99**. This increase in complaints mainly related to the introduction of ICS (**65**) (see Annex A). **14** of these complaints related to Postal Operations and **10** related to Container Examination Facilities (see Annex C)

##### ***'System too slow'***

The complaint 'System too slow' increased nationally from **0** to **37**. This increase in complaints mainly related to the introduction of ICS (**36**) (see Annex A).

##### ***'Phone / email not answered'***

The complaint 'Phone/email not answered' increased nationally from **4** to **36**. This increase in complaints mainly related to:

- the introduction of ICS (**15**) (see Annex A)
- lack of response to enquiries about the status of claims by Financial Services Division (FSD) (**12**),
- CI&SC (**8**) (see Annex D).

##### ***'Implementation'***

The complaint 'Implementation' increased nationally from **0** to **29**. This increase in complaints mainly related to the introduction of ICS (see Annex A).

##### ***'On hold too long'***

The complaint 'On hold too long' increased nationally from **12** to **37**. This increase related to the Help Desks regarding ICS (**27**) (see Annex A).

# 1. National Trends

## 1.1 National Trends by Region

### Complaints

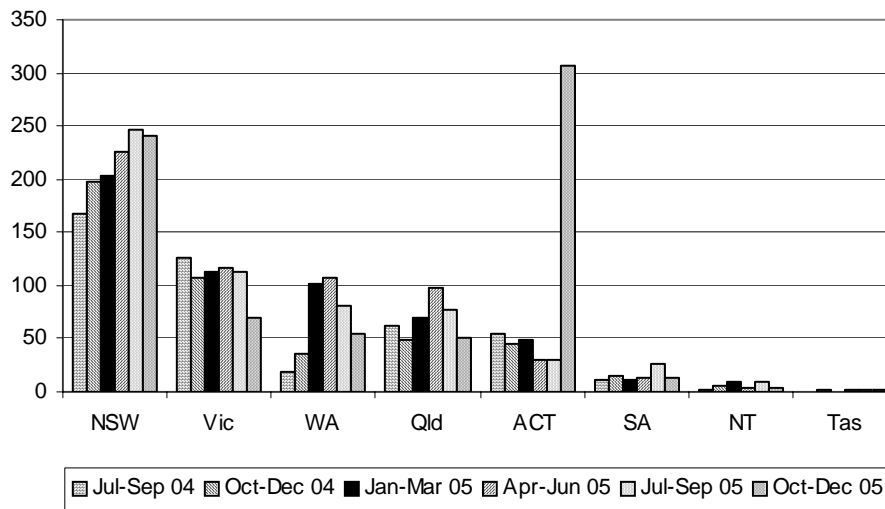


Figure 2. Total number of complaints by region comparing each quarter from July to September 2005 and October to December 2005

Comparing against the previous quarterly figures (excluding referrals), an increase in complaints occurred in the Australian Capital Territory **(+278)**. A reduction in complaints occurred in Victoria **(-42)**, Queensland **(-28)**, Western Australia **(-26)**, South Australia **(-13)**, New South Wales **(-7)**, and Northern Territory **(-5)**. Tasmania remained the same with **2** complaints.

### Compliments

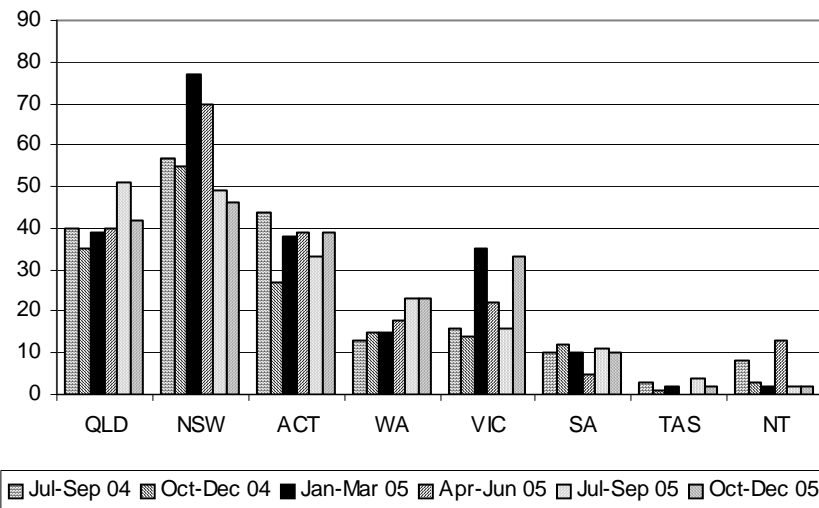


Figure 3. Total number of compliments by region comparing each quarter from July to September 2005 and October to December 2005

A comparison of national trends for compliments between this quarter and the previous quarter (excluding referrals) revealed increases in Victoria **(+17)**, the Australian Capital Territory **(+6)**, and Tasmania **(+2)**. Queensland **(-9)**, New South Wales **(-3)** and South Australia **(-1)** experienced reductions. Western Australia **(23)** and the Northern Territory **(2)** remained the same.

## National Trends by Function

### Complaints

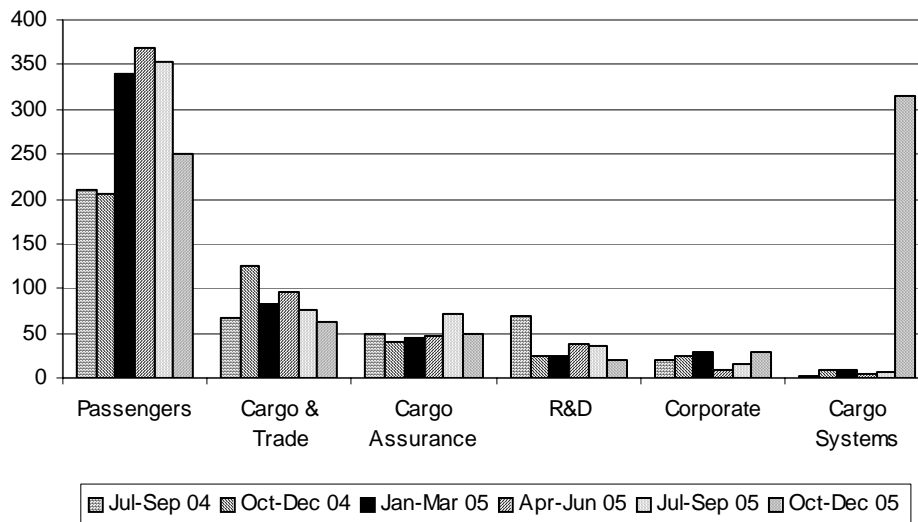


Figure 4. Total number of complaints for the six larger branches or divisions comparing the last six quarters

**Note:** 1. Cargo and Trade includes the broker licensing, cargo systems, CI&SC, entry processing, import clearance, sea cargo, temporary imports and valuation. Cargo Assurance mainly includes air cargo and postal operations.  
2. CEF complaints are recorded under R&D.

A comparison of figures against the previous quarter (excluding referrals) reveals an increase in complaint numbers for Cargo Systems (+307), Corporate (+15) and Investigations (+2). A decrease in complaint numbers was experienced in Passengers (-101), Cargo Assurance (-23), R&D (-16), Cargo and Trade (-12), RI&I (-12), Compliance Assurance (-1) and the District Offices (-1). There was no change in Enforcement Operations with (2) complaints received. Complaints shown under Corporate include FSD (12), and Recruitment (7).

The largest increase in complaints in Cargo Systems was attributed to ICS (see Annex A).

## Compliments

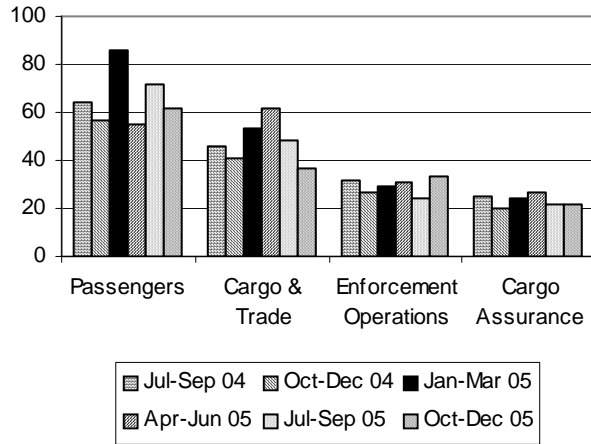


Figure 5. The trend in compliments for the four larger divisions comparing the last six quarters

Compliment figures compared to the previous quarter (excluding referrals) indicate an increase was experienced in Enforcement Operations **(+31)**, Corporate **(+6)**, District Offices **(+4)**, Cargo Systems **(+3)**, Investigations **(+1)** and R&D **(+1)**. A decrease was experienced for Cargo & Trade **(-11)**, Passengers **(-10)**, Compliance Assurance **(-6)**, RI&I **(-1)**.

The increase in compliments for Enforcement Operations occurred largely in the National Marine Unit **(27)**.

A more detailed analysis of complaints and compliments for Cargo Systems, Passengers, the Container Examination Facility (CEF), the Customs Information and Support Centre (CI&SC) and Rude Officers are provided in Annexes A-E.

## 2. Type of Complaint

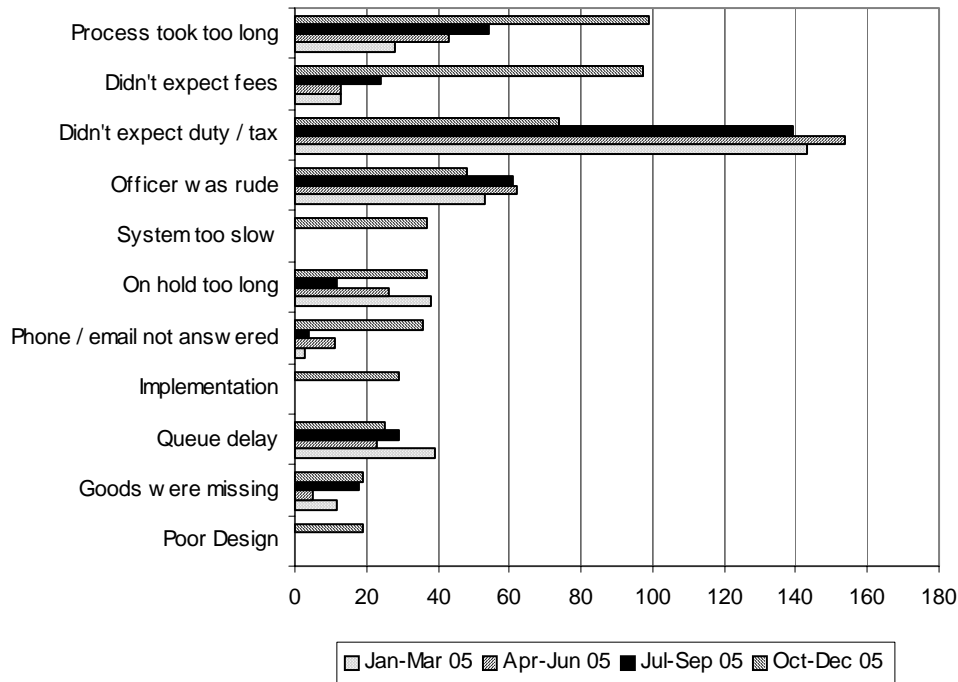


Figure 6. National Top 10 Complaints (excluding referrals) for the last four quarters

A total number of **743** complaints were made for this quarter (excluding referrals). This compares to **585** for the previous quarter and represents a **27.01% increase**.

The top four issues (excluding referrals) were:

- **Process took too long (99):** Of these complaints, **65** were related to ICS (see Annex A), **14** to Postal Operations and **10** to Container Examination Facilities (see Annex C).
- **Didn't expect fees (97):** The majority of these complaints (**85**) related to fees accruing due to the time that containers were held on wharves as a result of ICS (see Annex A).
- **Didn't expect duty or tax (74):** These complaints occurred primarily in Passengers (**64**) and mainly related to the new passenger concessions (see Annex B).
- **Officer was rude (48):** This occurred **41** times in Passengers, **15** of which were at Sydney Airport and **10** were at Perth Airport (see Annex B).

### 3. Type of Compliment

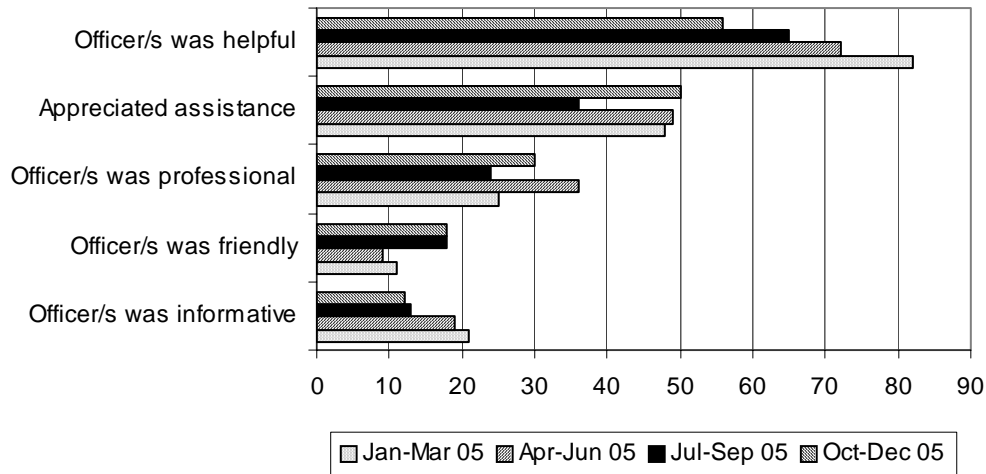


Figure 7. National top 5 compliments (excluding referrals) for the last four quarters

A total of **197** compliments were registered for this quarter (excluding referrals). This compares to **189** for the previous quarter and represents a **4.32% increase**.

The top three issues (excluding referrals) were:

- **Officer/s was helpful (56):** Cargo & Trade received this compliment most frequently with **22**. **11** of these were for the CI&SC.
- **Appreciated assistance (50):** The National Marine Unit (NMU) received this compliment most frequently (**23**). This is due to high levels of operational interaction with client groups.
- **Officer was professional (30):** This compliment occurred **10** times in Cargo and Trade and **8** times in Cargo Assurance.

### 4. Referrals to other agencies

Where complaints or compliments are not related to Customs operations or procedures, they are referred to the relevant agencies by the Complaints and Compliments Network. During this quarter Customs referred **60** complaints and **3** compliments. The main agencies receiving referrals were AQIS (**21**), Airlines (**8**) and Australia Post (**6**).

## 5. Performance Against Service Standards

The Complaints and Compliments Network monitors performance against the Customs Client Service Charter. The Client Service Charter states:

### **If you write to us or email us**

We aim to acknowledge your communication within 5 working days and to respond within 15 working days of receipt of your email or written correspondence. If we cannot fully answer your query in that time, we will give you an interim response and advise as to when a final response can be expected.

### Service Standards

The average complaint resolution time of **9.15** working days reported in the previous quarter has *increased* to **12.85** working days. This is largely due to complaints requesting reimbursement of expenses incurred due to ICS problems, as well as some general ICS complaints not being responded to within the 15 working day key service standard shown in the Customs Client Service Charter. The average resolution time however is within the 15 working day benchmark.

The average compliment resolution time of **1.36** working days reported in the previous quarter has also *increased* to **1.54** working days. These resolution times are within the 15 working day service standard.

Out of a total of **1003** cases received, **94** cases did not meet the 15 working day benchmark (**9.37%**). Last quarter **4.15%** of cases did not meet this criteria.

## 6. How People Contact Us

The main methods for contacting Customs during this quarter were by email (**474**), phone (including the 1800 number) (**154**), brochure (**78**), letter/fax (**105**) and remote entry (**182**).

*Note: 'Remote' entries are originally made by phone or email direct to a Customs work area. A Customs officer then forwards the complaint or compliment to their regional coordinator via a remote entry icon on their desktop.*

The number of complaints or compliments received by phone has *decreased* this quarter (from **221** to **154**), and by brochure from **113** to **78**, whereas the number of complaints or compliments received by email and remote has *increased* (email from **292** to **474**, remote from **99** to **182**). Letters and faxes received are much the same (have decreased from **107** to **105**).

The purpose of the CCMS is to provide:

- National coordination of complaints and compliments
- Analysis of data
- Reporting of results
- Identification of opportunities for continuous improvement of our processes and practices based on client feedback. The CCMS is committed to recording and reporting all comments provided by clients about their experience with Customs.

Feedback on any information contained in this report should be directed to the following Complaints and Compliments staff:

Name: Ben Hickey, Director, Corporate Planning, 02 6275 5706

Email: [ben.hickey@customs.gov.au](mailto:ben.hickey@customs.gov.au)

Name: Roni Giacobetti, National Coordinator, Complaints and Compliments Network, 02 6275 6499

Email: [roni.giacobetti@customs.gov.au](mailto:roni.giacobetti@customs.gov.au)

## Cargo Systems

In early October 2005 Customs new Cargo Integrated System (ICS) went live. From this date the following complaints were received:

### ICS Complaints

Month Received	No of Complaints
October	188
November	91
December	34
<b>Total</b>	<b>313</b>

*Table 1. Number of complaints received during October to December 2005 by month*

The majority of complaints related to the length of time that it took for containers to be released, often resulting in storage fees accruing. Complainants were also critical of the timing for implementation of the system – prior to the Christmas period.

Issue	No of Complaints
Didn't expect fees	85
Process took too long	65
System Too Slow	36
Implementation	29
On hold too long	27
Poor Design	19
Phone/email not answered	15
Calls not returned	12
System Down	12

*Table 2. Number of complaints received during October to December 2005 by complaint issue*

Typical explanations of the above complaints are:

**Didn't expect fees** – related to complaints about demurrage fees charged by the Stevedores because containers were stored on the wharf in excess of the three storage-free days.

**Process took too long** – related to complaints about the complainant's need to obtain the cargo (particularly prior to the Christmas period) where the container was held up due to computer problems when it may otherwise have been released.

**System too slow** – related to complaints about the electronic system itself and how long it took to move from one screen to another.

**Implementation** – related largely to complaints about lost revenue by importing companies due to the implementation occurring before the system was ready, some derogatory comments about those responsible for the implementation and timing of the implementation.

**On hold too long** – related to complaints about the various help desks and the time it took for the phone to be answered. Complainants often said that they had been on hold for in excess of 45 minutes.

**Poor Design** – related to complaints about the system being badly structured and very complicated in its layout and the number of ICS screens. Some specific problems were that entries don't show a detailed break up of calculations, the system doesn't show whether or not the container is on hold, the need to obtain a broker where goods are valued at less than \$1,000.

**Phone/email not answered** – related to complaints about people hanging up after being on hold for too long, or no response received for emails sent to the help desks.

**Calls not returned** – related to complaints about where voice-mail messages were left, no responses were received within what the complainant considered to be a reasonable period of time.

**System Down** – related to complaints about the server being down (up to 2-3 times a day) or entries not being able to be put through (being 'bumped').

Note: This annex records all ICS complaints recorded formally through Complaints and Compliments Management System in the December quarter. In addition, numerous enquiries were received that comprised a request for assistance, e.g. seeking a contingency release of goods, with an implicit but informal complaint. Because of the unexpectedly high volume of calls, it was not possible to record all informal complaints within the official system.

## Passengers

### Complaints

The number of complaints received nationally was **251** (excluding referrals) during this quarter (compared to **352** in the previous quarter) which is equivalent to 1 complaint for every **11,116** passengers arriving in Australia. This compares with one complaint for every 7,912 passengers in the July to September quarter.

During the period 1 October to 31 December 2005 **2,790,095** passengers arrived through international airports nationally. Numbers of passengers arriving through each major airport are shown in Table 1 below.

Major Airports	Number of Airport Complaints	Passenger Arrival Numbers	Number of Passengers for Every Complaint
Sydney	111	1,232,910	11,107
Melbourne	53	582,488	10,990
Brisbane	23	474,211	20,618
Perth	35	283,978	8,114
<b>Average</b>	<b>222</b>	<b>2,573,587</b>	<b>11,593</b>

Table 1. Number of complaints lodged at the **four major airports** compared to the number of passengers arriving during October to December 2005

Figure 1 below compares the number of complaints received by each of the major airports:

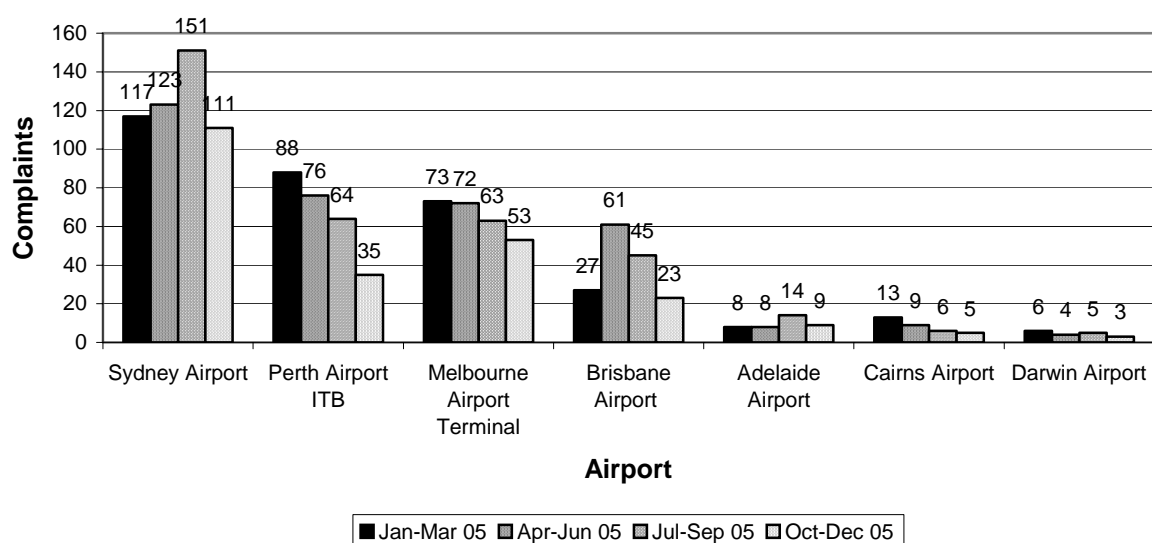


Figure 1. Passenger Complaints at each Airport for January – March 2005, April - June 2005, July – September 2005 and October – December 2005

Of the **111** complaints received at Sydney Airport:

- **27** related to TRS, and
- **26** related to paying duty,
- **19** related to queues,
- **15** related to being selected, searched, examined or questioned,
- **15** related to rude officers (see Annex E).

A comparison of all Passengers complaints for the last two quarters is shown in Table 2 below.

Branch	Jul-Sep 05	Oct-Dec 05
Enforcement	186	112
TRS	54	47
Baggage	55	42
Primary Line	48	31
Other activity	4	4
Enquiry Counter	5	3
<b>Total</b>	<b>352</b>	<b>239</b>

*Table 2. Passengers complaints - comparative assessment by work area  
July to September 2005 and October to December 2005*

The decrease in complaints occurred largely in:

- Enforcement - mainly concerning 'Didn't expect duty/tax' (**64**, down **51**). These related to a change in the passenger duty free concessions introduced on 1 February 2005 (see details below); and
- Primary Line for 'queue delay' (**12**, down **7**) and 'officer was rude' (**9**, down **6**).

Issue: 'Didn't expect duty/tax'

Changes in passenger concessions for incoming passengers became effective from 1 February 2005. A total of **64** complaints (**114** in the previous quarter) were received relating specifically to this issue. The majority of complainants continue to state that they were not aware of the change in the passenger concessions legislation. They also often state that having to pay duty for the entire amount of alcohol or tobacco brought into the country is unfair, that they should only have to pay duty on the excess.

Regions where the passenger concessions complaints occurred were:

Region	Jul-Sep 05	Oct-Dec 05
SA	2	1
NT	2	0
ACT	1	4
NSW	49	26
QLD	16	7
VIC	25	19
WA	19	7
<b>Total</b>	<b>114</b>	<b>64</b>

*Table 3. Passenger concessions complaints - comparative assessment by region  
July to September 2005 and October to December 2005*

Complaints allocated to the ACT were general complaints about the new passenger concession policy.

A total of **47** complaints were received about the Tourist Refund Scheme (TRS) compared to **54** last quarter. A comparison of the top five TRS complaints is shown in Table 4 below.

Symptom	Jul-Sep 05	Oct-Dec 05
Claim not made	11	6
Queue delay	9	12
Officer was rude	7	4
Unhappy about 30 minute rule	7	8
Misinformed by Customs	5	6

*Table 4. Top 5 TRS complaints - comparative assessment  
July to September 2005 and October to December 2005*

### Compliments

There were **62** compliments for Passengers during this quarter, representing a decrease of **13.89%**.

Branch	Jul-Sep 05	Oct-Dec 05
Primary line	20	17
Liaison	9	11
Enforcement	12	10
Baggage	14	9
Other activity	8	6
TRS	5	5
Enquiry Counter	3	3
Client Education	1	1
<b>Total</b>	<b>72</b>	<b>62</b>

*Table 4. Passenger compliments - comparative assessment  
July to September 2005 and October to December 2005*

The **6** 'Other activity' cases refer to compliments for Customs Officers in general which didn't fit within the other classifications.

## Research & Development Branch (R&D) Container Examination Facility (CEF)

Figure 1 below shows that complaints against CEFs per number of twenty-foot equivalent units (TEU)<sup>1</sup> examined have decreased during the quarter.

In October to December 2005, Customs inspected **32,506 TEU** and received **32** complaints (including complaints to Profiling and Alerts and CTO/Wharf/Stevedores and Brokers]. **1** was responded to in the ACT. This is equivalent to **1** complaint for every **1,016 TEUs**. This compares with 1 complaint for every **665.67** TEUs in the previous quarter.

### Complaints per TEU per Month (see definition at Note 1 below):

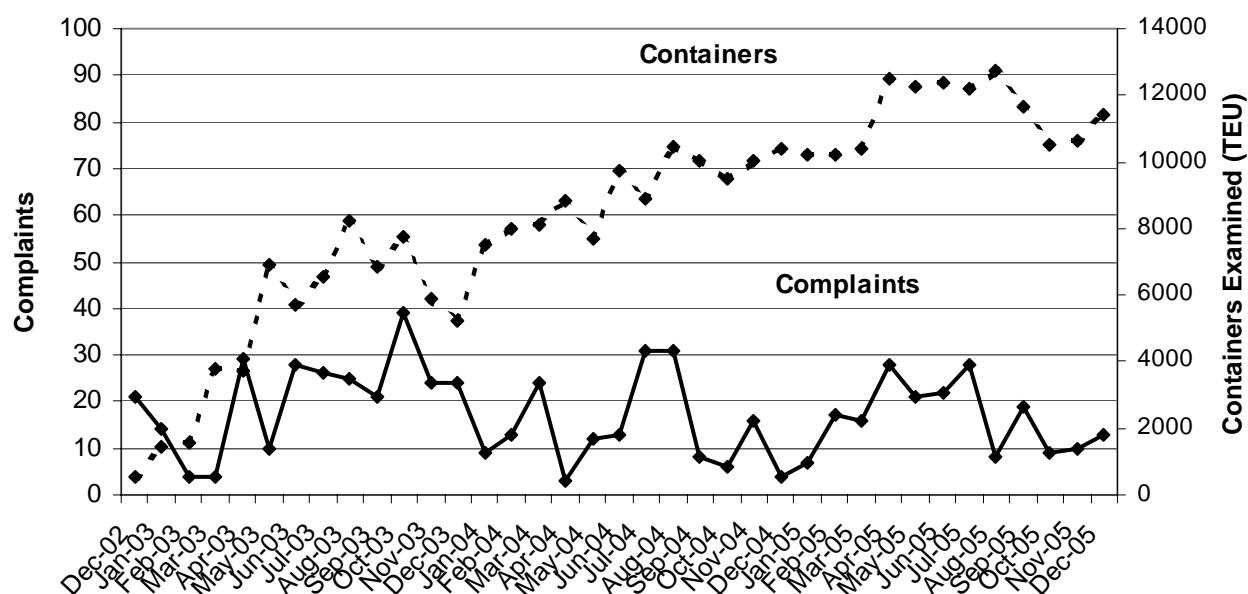


Figure 1. Trend of complaints against TEUs x-rayed by Customs since CEFs opened in December 2002

The following table details CEF complaints registered for each CEF for the December quarter (**19** compared to **34** for last quarter). This is a decrease of **44.12%**. This table excludes two complaints recorded against CTO/Wharf/Stevedores, Brokers, or Profiling and Alerts.

Issues	Canberra	Adelaide	Sydney	Brisbane	Melbourne	Fremantle	Total
Didn't expect fees/duty/tax	-	-	1	2	-	-	3
Goods were damaged	-	1	-	-	-	1	2
Goods were missing	-	-	1	1	-	-	2
I got the run-around	-	-	-	-	-	1	1
Process took too long	-	-	5	3	1	1	10
3 free days storage is not enough	1	-	-	-	-	-	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>19</b>

Table 1. National CEF complaints by region for October to December 2005  
*Note: Issues for Canberra are policy related*

The two main complaint issues were:

Issue: “Process took too long” (**10**) is a decrease from **20** during the last quarter.

Issues: “Didn’t expect fees/duty/tax” (**3**) is a decrease from **9** during the last quarter.

The **1** case classified against Canberra was policy related. This related to the three day storage period prior to demurrage fees being charged.

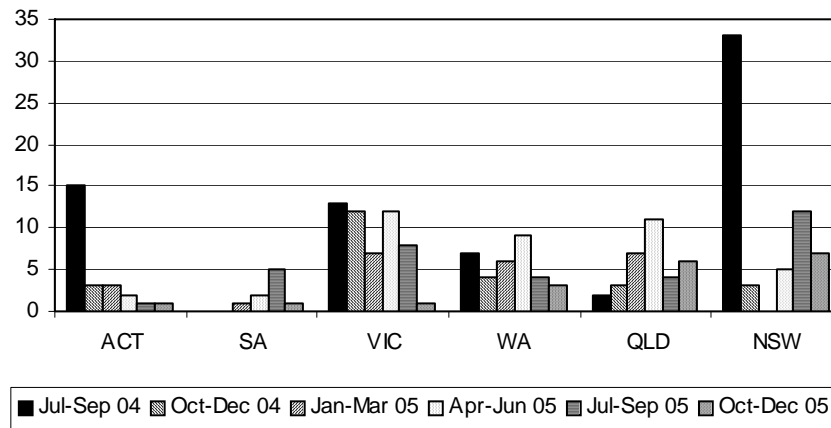


Figure 2. Comparison of CEF complaints by region for the previous six quarters

Excluding the **1** policy related complaint, the number of operationally based complaints received nationally for the CEF was **18** (excluding complaints recorded against CTO/Wharf/Stevedores, Brokers, or Profiling and Alerts).

### Compliments

From Dec 2002 to 31 Dec 2005, since the first CEF was established, **13** compliments have been received for CEF operations. These largely relate to seizures made. During this time Customs has examined 310,648 TEU.

A detailed breakdown of complaints (excluding policy ones responded to by Central Office) is:

**CEF Operations Complaints Only**

CEF Location	Number of Complaints	TEUs Inspected	Number of TEUs for Every Complaint
Melbourne	1	9,089	9,089
Sydney	7	9,669	1,381
Brisbane	6	9,205	1,535
Fremantle	3	4,226	1,409
Adelaide	1	311	311
Darwin	-	6	n/a
<b>Total</b>	<b>18</b>	<b>32,506</b>	<b>1,806</b>

Table 2. Number of complaints lodged compared to the number of TEUs<sup>2</sup> inspected for October to December 2005

**Profiling & Alerts and Wharf Related Complaints**

<u>In Addition:</u> Number of 'CEF related' complaints classified to Profiling and Alerts	<u>In Addition:</u> Number of 'CEF related' complaints classified to CTO/Wharf/ Stevedores and Brokers
2	-
3	-
3	3
2	-
-	-
-	-
<b>10</b>	<b>3</b>

Table 3: Number of CEF related complaints for October to December 2005

**Total of All CEF Operations / Profiling & Alerts / Wharf Related Complaints (A Summary of Tables 2 and 3)**

CEF Location	Total Number of Complaints	TEUs Inspected	Number of TEUs for Every Complaint
Melbourne	3	9,089	3,030
Sydney	10	9,669	967
Brisbane	12	9,205	767
Fremantle	5	4,226	845
Adelaide	1	311	311
Darwin	-	6	n/a
<b>Total</b>	<b>31</b>	<b>32,506</b>	<b>1,049</b>

Table 4. Number of complaints lodged compared to the number of TEUs<sup>2</sup> inspected for October to December 2005 (excluding Canberra)

Note:

1. The industry standard is to record container statistics in twenty foot equivalent (TEU) unit terms rather than the actual number of containers. Most international containers are either 20 ft (1 TEU) or 40 ft (2 TEUs). On average, the number of containers is equivalent to 75 per cent of the number of TEUs, e.g. 750 containers is equivalent to 1000 TEU.
2. The above TEU figures include import and export containers.
3. The official CEF complaints are shown in Table 2 and relate to specific CEF sites. We have also attached related complaints that are recorded elsewhere as the responsibility of different work areas or organizations, e.g. Intelligence (Profiling and Alerts). These are included because, from the complainants perspective, their complaints are about the CEF process in general, regardless of the specific area of Customs which has responsibility to respond.

## Customs Information and Support Centre

### Complaints

During this quarter **31** complaints were recorded about the CI&SC, compared with **40** for the previous quarter. The most common complaint related to the phone (**19**) where it was either not answered, the calls were not returned, clients didn't like the recorded message, or clients felt that they were on hold for too long. This compares to **15** during the previous quarter.

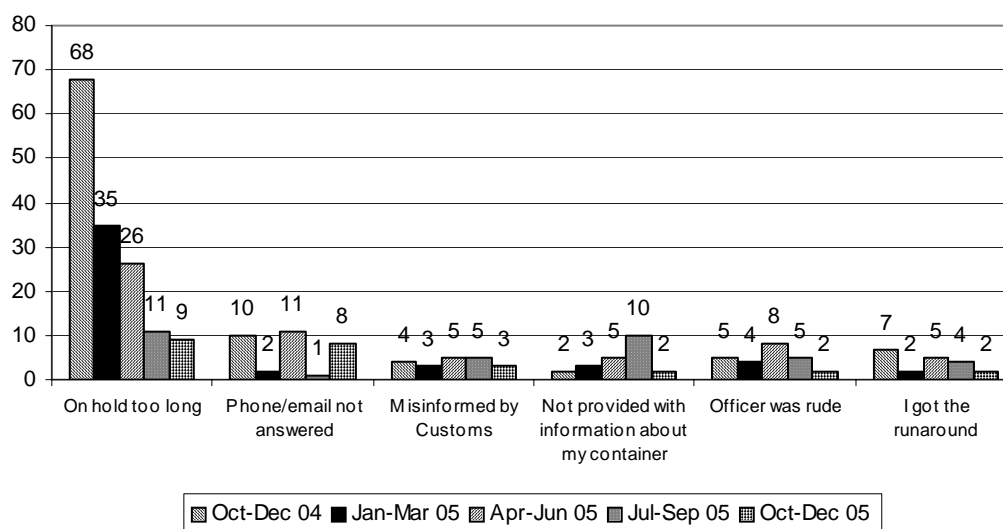


Figure 1. Comparison of the main CI&SC complaints for the previous five quarters

Note: Complaints about a help desk relating to ICS issues were classified against ICS rather than the CI&SC.

During the period October to December **140,929** enquiries were dealt with by the CI&SC (including ICS issues).

The number of complaints received was **31** during this quarter which is **1** complaint for every **4,546** enquiries. See Table 2 below.

Month	Number of Complaints Received	Number of Phone Enquiries Received	Number of Email Enquiries Received	Number of Fax Enquiries Received	Total Number of Enquiries Received	Number of Enquiries for Every Complaint
October	8	44,954	11,111	504	56,569	7,071
November	9	34,767	7,631	512	46,593	5,177
December	14	36,873	4,195	382	41,450	2,961

Table 1. Number of complaints lodged at the CI&SC compared to the number of calls received for October to December 2005

### Compliments

The CI&SC received **16** compliments this quarter (compared to **21** which were received last quarter). **10** of the compliments related to officers being helpful.

**Issue – “Officer was rude”**

“Officer was rude” was the fourth highest complaint in the quarter with **48** complaints nationally, compared with **61** in the previous quarter.

Work Area	Jul-Sep 05	Oct-Dec 05
Baggage	16	14
Enforcement	11	13
Primary line	15	9
TRS	4	4
Counter/Enquiry Counter	6	3
CI&SC	5	2
Compliance Audit Team	-	1
District Office	1	-
ICS	-	1
Postal Operations	1	1
Entry Processing	1	-
Other	1	-
<b>Total</b>	<b>61</b>	<b>48</b>

Table 1. Number of complaints received nationally for ‘Officer was rude’ by work area comparative assessment July – September 2005 and October – December 2005

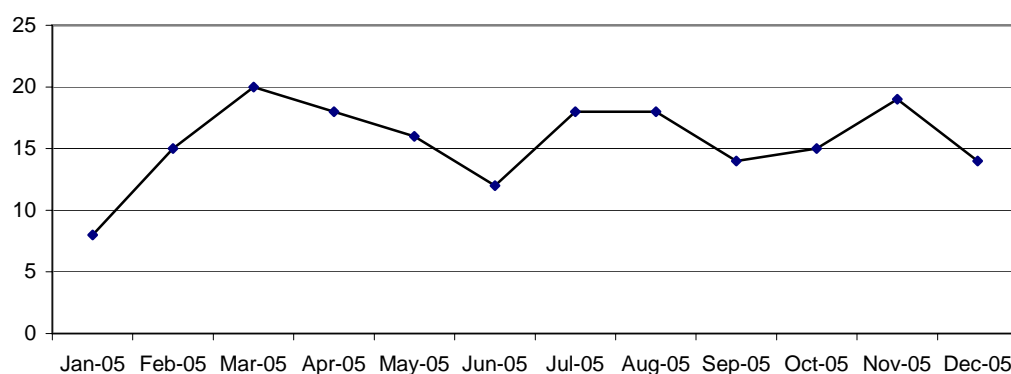
**Officer was rude**

Chart 1. Line graph of complaints received for ‘Officer was rude’ in Passengers by month from January to December 2005

Passengers Work Area – 12 months	NSW	NT	QLD	SA	VIC	WA	Total
Baggage	5	-	3	5	9	21	43
Enforcement	29	1	19	1	2	11	63
Enquiry Counter	3	-	1	-	1	1	6
Primary line	23	2	6	1	6	10	48
TRS	12	-	2	-	2	4	20
<b>Total</b>	<b>72</b>	<b>3</b>	<b>31</b>	<b>7</b>	<b>20</b>	<b>47</b>	<b>180</b>

Table 2. Number of complaints received for ‘Officer was rude’ in Passengers by region from January to December 2005

# CCMS Quarterly Report Feedback Form

If you have any comments on this report please fill out the form below (replace the appropriate box with an X) and email it to either the CCMS National Coordinator (Roni Giacobetti) or to [ACS Complaints & Compliments] or forward it by facsimile on 02 6275 8099.

## Layout

- The current layout is easy to read      Yes       Average       No
- The graphs are easy to understand      Yes       Average       No
- The tables are easy to understand      Yes       Average       No

## Content

The content:

- Contains valuable information      Yes       Average       No
- Tells me what I need to know      Yes       Average       No

## Statistics

- There are too many numbers      Yes       Average       No
- More analytical text is required      Yes       Average       No

If yes, please provide an example of what you would like to have included in the next report:

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## Other Comments

I would like to see the following alterations made to the next report:

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