



**Australian Government**  
**Australian Customs and  
Border Protection Service**

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**R E P O R T**

# **COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT**

April – June 2009

**NATIONAL PAY & ACCOUNTS CENTRE**

## Contents

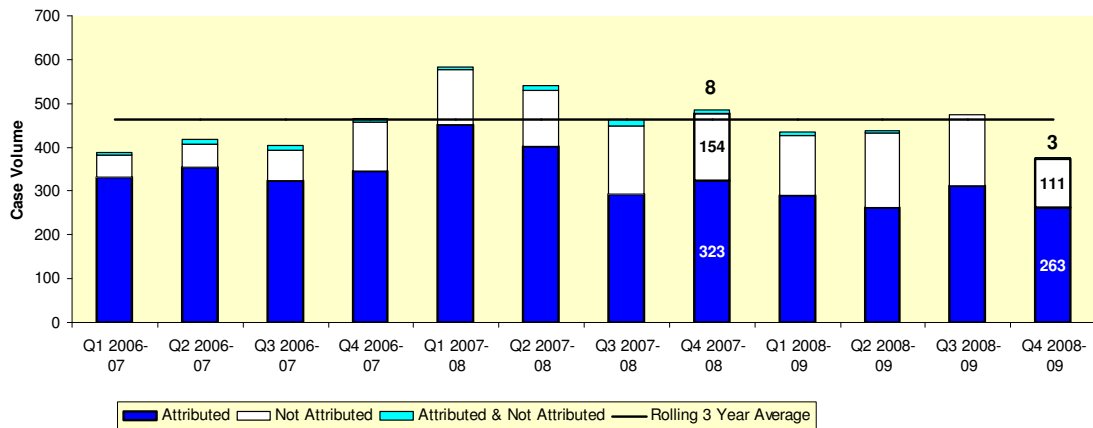
<b>Executive Summary .....</b>	<b>3</b>
All Complaints .....	3
All Compliments .....	4
Statistics.....	5
Key Issues .....	5
<b>Passenger &amp; Trade Facilitation.....</b>	<b>6</b>
Passengers Division .....	9
Cargo Division .....	14
Trade Division.....	21
Compliance Division .....	23
<b>Border Enforcement.....</b>	<b>25</b>
Enforcement & Investigation Division.....	28
Intelligence & Targeting Division .....	30
<b>Corporate Operation .....</b>	<b>31</b>
People and Place Division.....	34
<b>Not Attributed .....</b>	<b>36</b>
<b>Other Information .....</b>	<b>37</b>
Service Standards.....	37
How people contact us .....	37

# EXECUTIVE SUMMARY

## All Complaints

There were 377<sup>1</sup> unique complaint cases logged and investigated during the quarter. This represents a **22%** decrease over the same period last year (485 unique cases) and a **17%** decrease against the 3 year rolling average (456 unique cases).

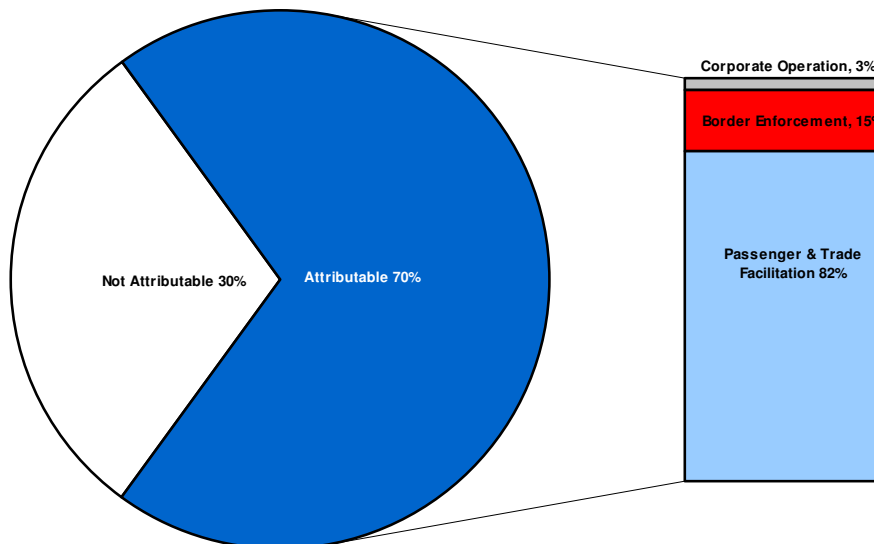
### Customs and Border Protection



Attributable complaint cases accounted for 266<sup>2</sup> of the 377 cases logged and investigated. This represents a **20%** decrease over the same period last year (331 attributed cases) and a **21%** decrease over the rolling three year average (338 attributed cases).

In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

### Customs and Border Protection



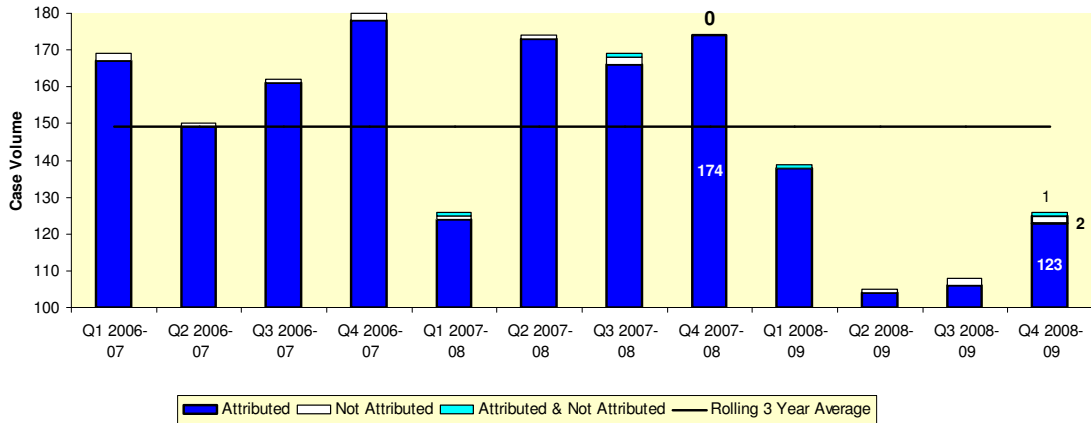
<sup>1</sup> Three of the 377 cases are classified to both of the Attributed / Not Attributed categories resulting in aggregation of the Attributed and Not Attributed totals being 380. Two cases are counted as being classified to both Attributed (Customs & Border Protection – Border Enforcement Program) and Not Attributed (Not Customs & Border Protection – Other Organisations) and one case is counted as being classified to both Attributed (Customs & Border Protection – Passenger & Trade Facilitation Program) and Not Attributed (Not Customs & Border Protection – Other Organisations).

<sup>2</sup> One of the 266 cases is classified to more than one program resulting in an aggregation of all the Program totals being 267. This one case is classified to the Passengers & Trade Facilitation Program and the Border Enforcement Program.

## All Compliments

There were 126<sup>3</sup> unique compliment cases logged and acknowledged during the quarter. This represents a **28%** decrease over the same period last year (174 unique cases) and a **15%** decrease against the 3 year rolling average (149 unique cases).

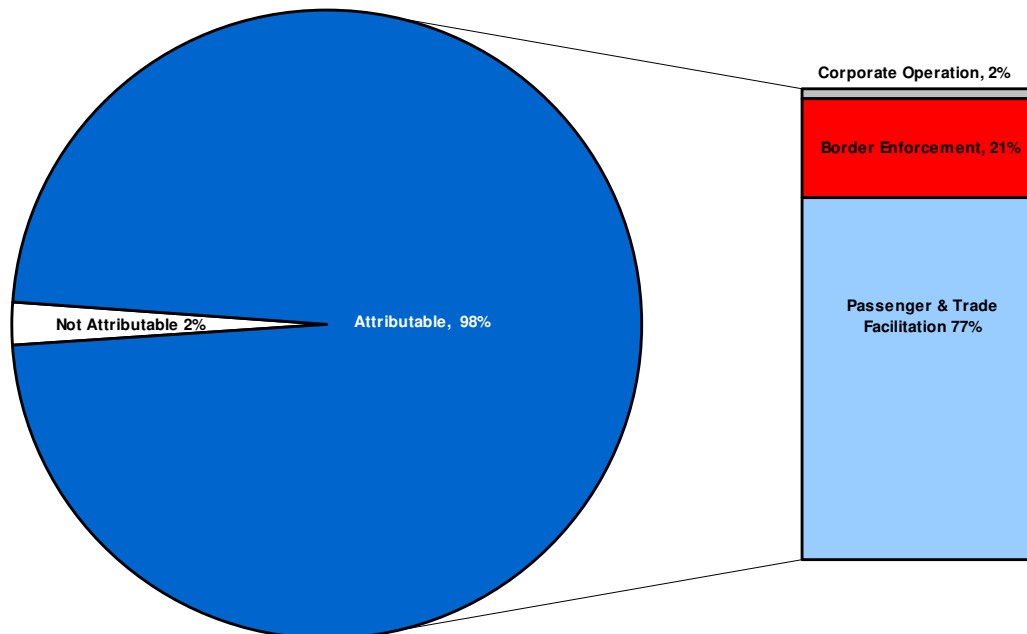
### Customs and Border Protection



Attributable compliment cases account for 124<sup>4</sup> of the 126 cases logged and investigated. This represents a **29%** decrease over the same period last year (174 attributed cases) and a **16%** decrease over the rolling three year average (147 attributed cases).

In line with our core activities, where we interact with the community and industry, the majority of compliments cases occur within Passenger & Trade Facilitation Program.

### Customs and Border Protection



<sup>3</sup> One of the 126 cases is classified to both of the Attributed / Not attributed categories resulting in aggregation of the Attributed and Not Attributed totals being 127. One case is counted as being classified to both Attributed (Customs & Border Protection – Passenger & Trade Facilitation Program) and Not Attributed (Not Customs & Border Protection – Other Organisations).

<sup>4</sup> Of the 124 cases, one case has been classified to both the Passengers & Trade Program and the Corporate Operation Program resulting in an aggregation of all the Program totals being 125.

## Statistics<sup>5</sup>

Complaint Ratios		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment <sup>6</sup>	2 : 1	0%
Complaints to Air Movements <sup>7</sup>	1 : 56395	3%
Complaints to TEU <sup>8</sup> inspected <sup>9</sup>		
1. CEF Only <sup>10</sup>	1. 1:1940	1. 19%
2. ALL <sup>11</sup>	2. 1:622	2. -2%
Complaints to Postal Articles inspected <sup>12</sup>	1:617207	Not previously compiled
Complaints to Air Cargo Articles inspected <sup>13</sup>	1:158999	Not previously compiled
Customs Information and Support Centre (CI&SC) complaints to contacts <sup>14</sup>	1:8535	29%

## Key Issues

Complaint			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	41	49	20%
Didn't expect fees	28	26	-7%
Didn't expect duty/tax	43	21	-51%
Phone/email not answered	6	17	183%
Process took too long	35	16	-54%

Compliment			
Issue	Q4 2007-08	Q4 2008-09	Variance
Appreciated assistance	56	65	16%
Officer/s was professional	31	50	61%
Officer/s was helpful	49	37	-24%
Officer/s was friendly	19	11	-42%
Process was efficient	19	9	-53%

<sup>5</sup> All Statistics based on Attributed cases only

<sup>6</sup> All Attributed Complaints cases to All Attributed Compliment Cases

<sup>7</sup> All Air Movements (Passenger & Crew) to All Attributed Complaints cases occurring at Airports

<sup>8</sup> Twenty-foot Equivalent Units

<sup>9</sup> Sea Cargo related complaints to total TEU (see footnote 8) inspected at Container Examination Facilities (CEF) nationally.

<sup>10</sup> All Container Examination Facilities Sea Cargo related complaints to total TEU (see footnote 8) inspected at Container Examination Facilities (CEF)

Nationally.

<sup>11</sup> All Sea Cargo related complaints (Cargo Division & Intelligence and Targeting Division) to total TEU (see footnote 8) inspected at Container Examination Facilities (CEF) nationally.

<sup>12</sup> All International Mail complaints to International Mail inspections of Postal Articles

<sup>13</sup> All Air Cargo complaints to Air Cargo inspections

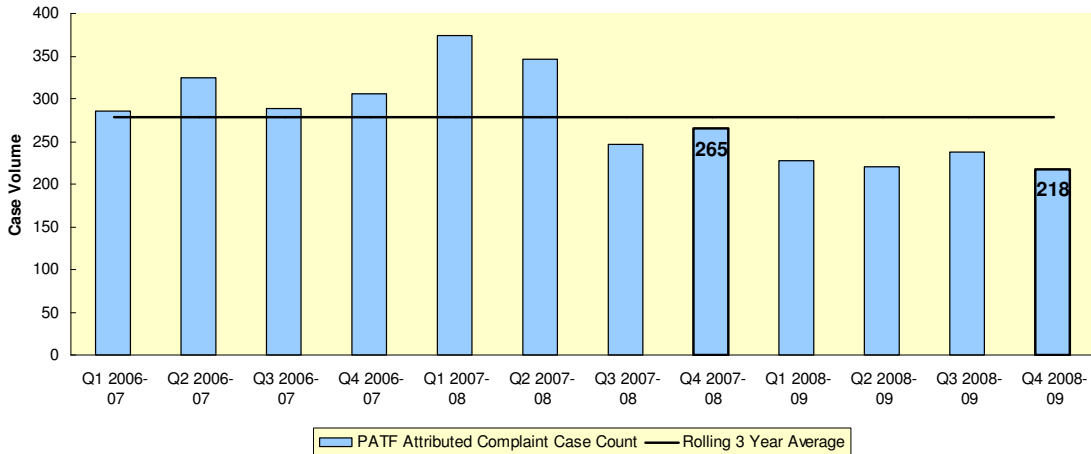
<sup>14</sup> All CI&SC related complaints to CI&SC contacts.

# Passenger & Trade Facilitation

## Complaints

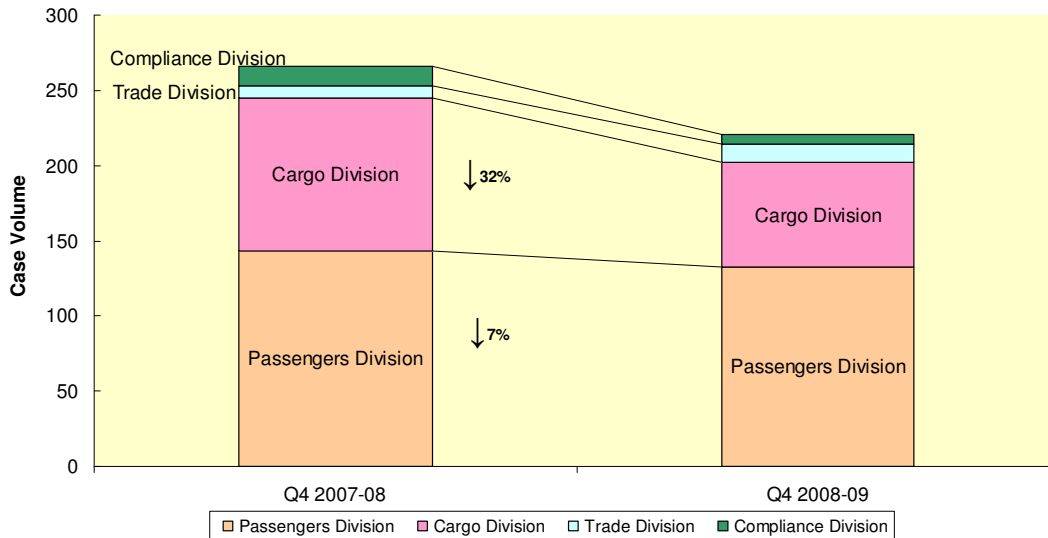
There were 218<sup>15</sup> complaint cases logged and investigated during the quarter. This represents an **18%** decrease over the same period last year (265 cases) and a **22%** decrease against the 3 year rolling average (278 cases).

**Passenger and Trade Facilitation**



The reduction in complaint cases for the Passenger & Trade Facilitation program (**17%**) can be explained by the decreases in Cargo Division (**32%**), Passengers Division (**7%**), & Compliance Division (**46%**). Although there was an increase in Trade Division (**50%**).

**Passenger & Trade Facilitation**



Case Volume			
Division	Q4 2007-08	Q4 2008-09	Variance
Passengers Division	143	133	-7%
Cargo Division	102	69	-32%
Trade Division	8	12	50%
Compliance Division	13	7	-46%
<b>Total</b>	<b>266</b>	<b>221<sup>16</sup></b>	<b>-17%</b>

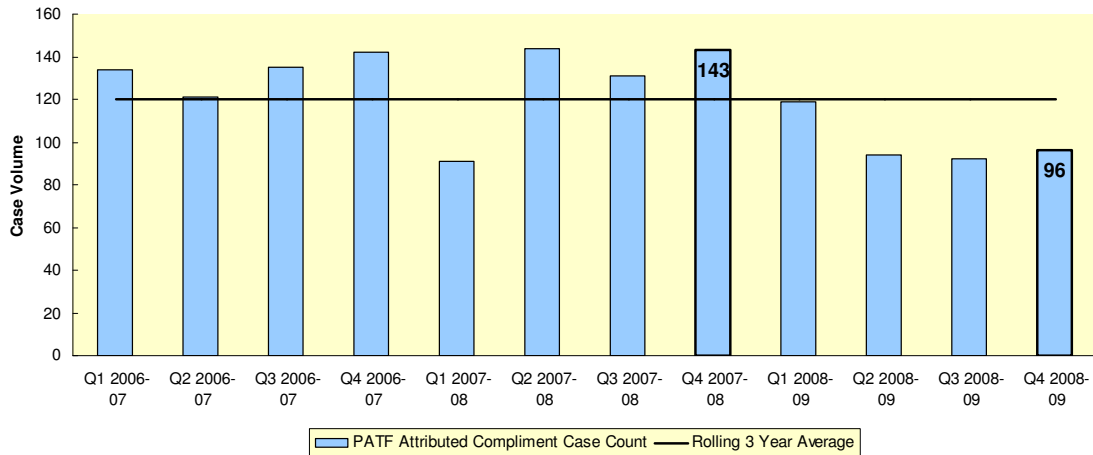
<sup>15</sup> As per footnote 2, one of these 218 cases is attributed to another Program. This one case has also been counted in the Border Enforcement Program.

<sup>16</sup> Due to multiple division attribution, three of the 218 cases have been attributed to another division resulting in aggregation of the division totals being 221. One case has been attributed to both Compliance Division and Trade Division, one case has been attributed to both Cargo Division and Compliance Division and one case has been attributed to both Cargo Division & Passengers Division.

## Compliments

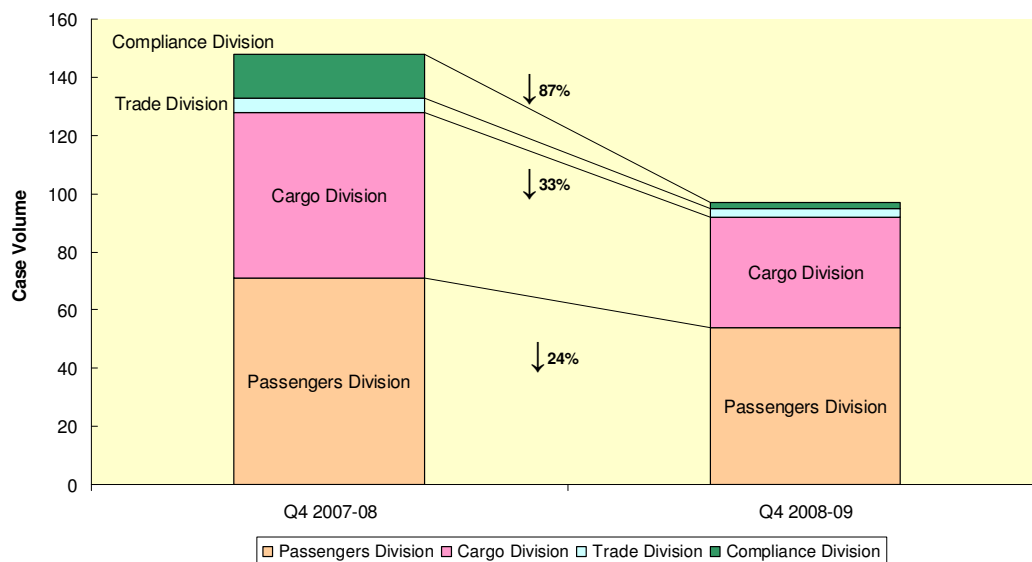
There were 96<sup>17</sup> compliment cases logged and acknowledged during the quarter. This represents a **33%** decrease over the same period last year (143 unique cases) and a **20%** decrease against the 3 year rolling average (120 unique cases).

### Passenger and Trade Facilitation



The reduction in compliment cases for the Passenger & Trade Facilitation program (**33%**) can be explained by a reduction in cases attributed to the Passengers (**24%**), Cargo (**33%**), Trade (**40%**), and Compliance Divisions (**87%**).

### Passenger & Trade Facilitation



Case Volume			
Division	Q4 2007-08	Q4 2008-09	Variance
Passengers Division	71	54	-24%
Cargo Division	57	38	-33%
Trade Division	5	3	-40%
Compliance Division	15	2	-87%
<b>Total</b>	<b>148</b>	<b>97<sup>18</sup></b>	<b>-34%</b>

<sup>17</sup> As per footnote 4, one of these 96 cases has also been counted in the Corporate Operation Program total.

<sup>18</sup> Due to multiple division attribution, one of the 96 cases has been attributed to both the Compliance Division and Trade Division resulting in aggregation of the division totals being 97.

## Key Issues

<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	40	46	<b>15%</b>
Didn't expect duty/tax	42	20	<b>-52%</b>
Didn't expect fees	20	19	<b>-5%</b>
Phone/email not answered	6	17	<b>183%</b>
Process took too long	28	16	<b>-43%</b>

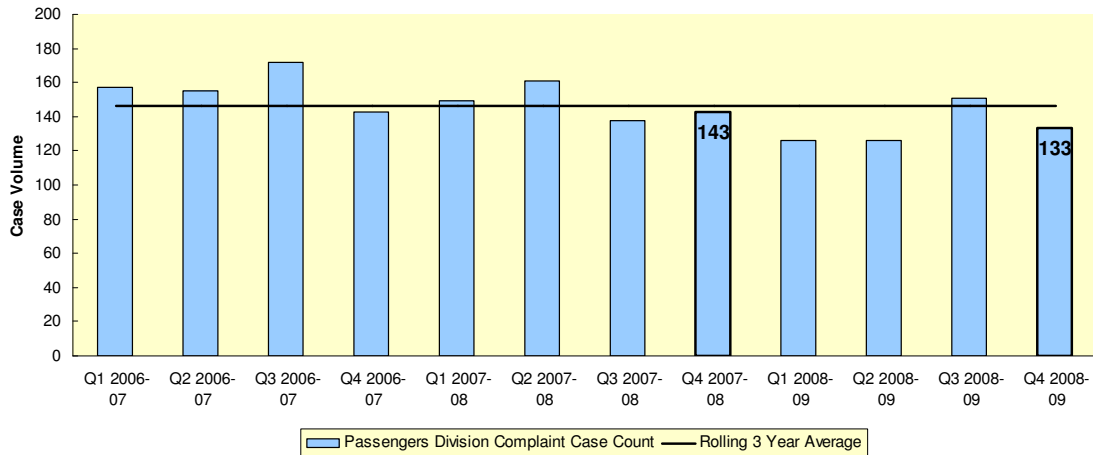
<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was professional	26	45	<b>73%</b>
Appreciated assistance	42	39	<b>-7%</b>
Officer/s was helpful	46	36	<b>-22%</b>
Officer/s was friendly	18	10	<b>-44%</b>
Process was efficient	14	9	<b>-36%</b>

## Passengers Division

### Complaints

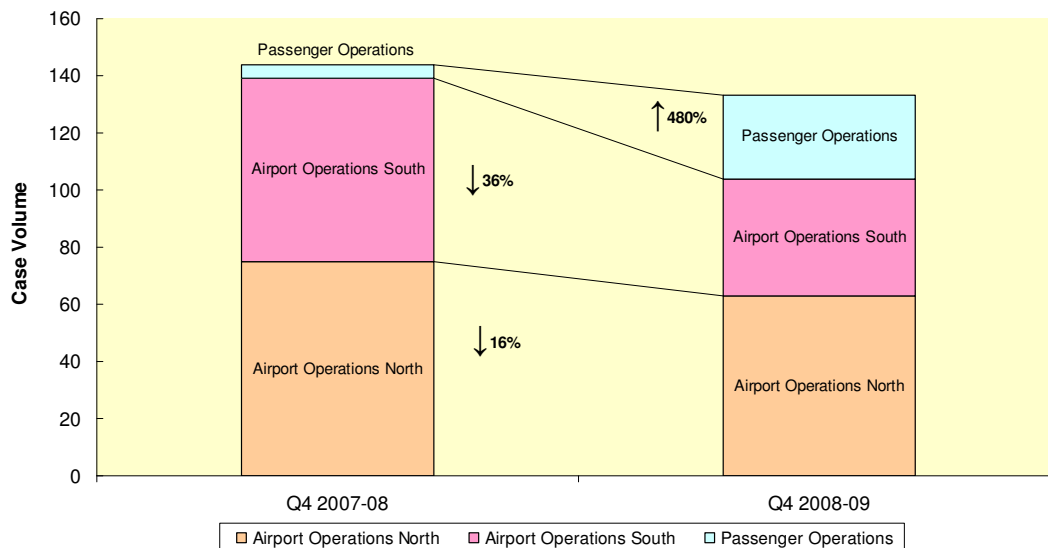
There were 133<sup>19</sup> complaint cases logged and investigated during the quarter. This represents a **7%** decrease over the same period last year (143 cases) and a **9%** decrease on the 3 year rolling average (146 cases).

#### Passengers



The decrease in complaint cases for Passengers Division (**8%**) can be explained by the decreases in Airport Operations North (**16%**) and Airport Operations South (**36%**). Passenger Operations has recorded an increase of **480%**.

#### Passengers Division



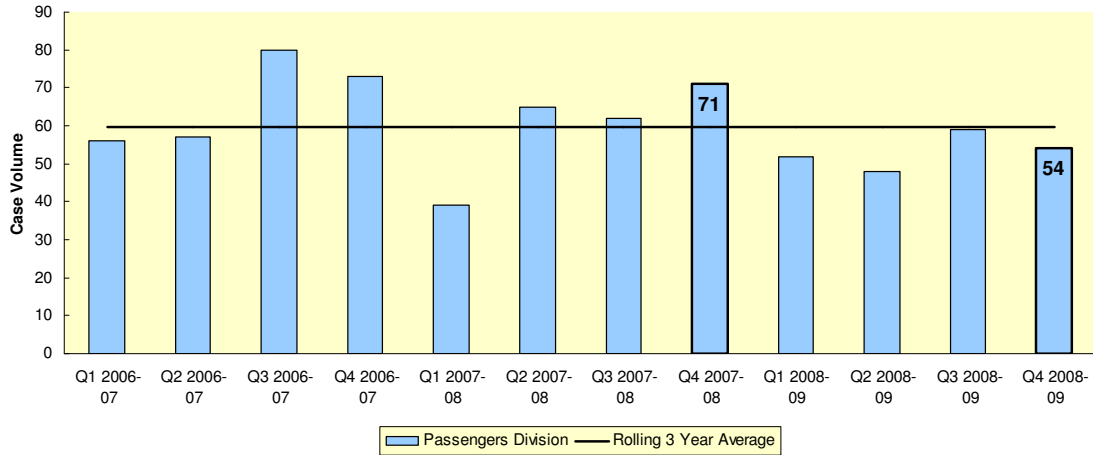
Case Volume			
Branch	Q4 2007-08	Q4 2008-09	Variance
Airport Operations North	75	63	-16%
Airport Operations South	64	41	-36%
Passenger Operations	5	29	480%
<b>Total</b>	<b>144</b>	<b>133</b>	<b>-8%</b>

<sup>19</sup> As per footnote 16, one of these 133 cases has also been counted in the Cargo Division total.

## Compliments

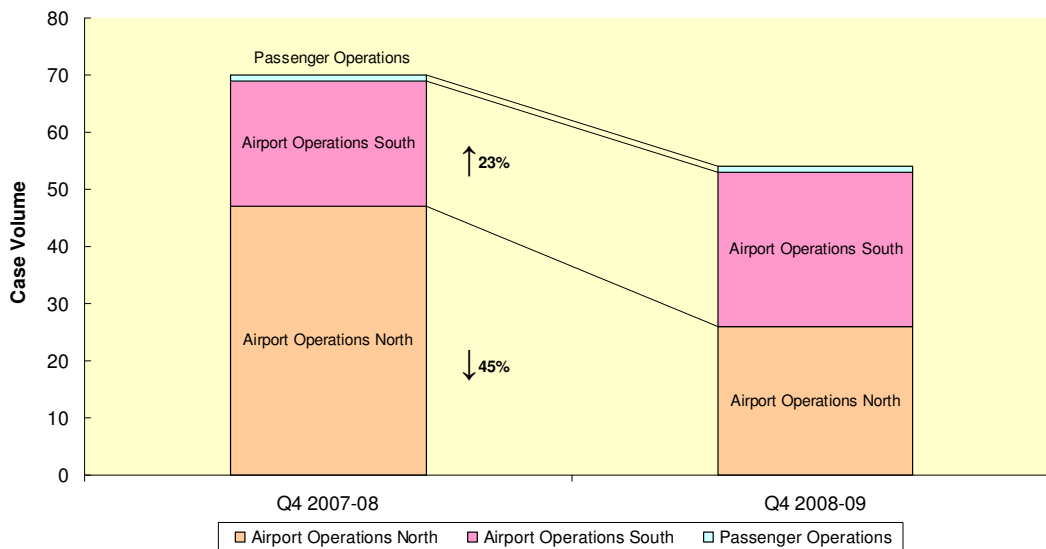
There were 54 compliment cases logged and acknowledged during the quarter. This represents a **24%** decrease over the same period last year (71 cases) and a **9%** decrease on the 3 year rolling average (60 cases).

### Passengers



The reduction in compliment cases for Passengers Division (**23%**) can be explained by a reduction in cases attributed to the Airport Operations North Branch (**45%**), despite an increase in cases attributed to the Airport Operations South Branch (**23%**).

### Passengers Division



Case Volume			
Branch	Q4 2007-08	Q4 2008-09	Variance
Airport Operations North	47	26	<b>-45%</b>
Airport Operations South	22	27	<b>23%</b>
Passenger Operations	1	1	<b>0%</b>
<b>Total</b>	<b>70</b>	<b>54</b>	<b>-23%</b>

## Statistics

<b>Airport Complaints for Q4 2008 - 09</b>				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Sydney	41	1,227,970	1,317,495	62,085
Airport Operations Perth	12	322,068	359,173	56,770
Airport Operations Melbourne	26	598,653	669,302	48,768
Airport Operations Darwin	2	45,436	48,766	47,101
Airport Operations Brisbane	22	484,374	523,064	45,793
Airport Operations Adelaide	3	61,075	64,735	41,937
Airport Operations Cairns	0	51,969	51,893	-
Airport Operations Gold Coast	0	70,750	70,978	-
Other Airport Operations	0	4,525	5,664	-
<b>Total</b>	<b>106</b>	<b>2,866,820</b>	<b>3,111,070</b>	<b>56,395</b>

## Key Issues

<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	31	40	<b>29%</b>
Refund not yet received	0	14	-
Phone/email not answered	0	14	-
Didn't expect duty/tax	28	12	<b>-57%</b>
I didn't like the questions	12	11	<b>-8%</b>

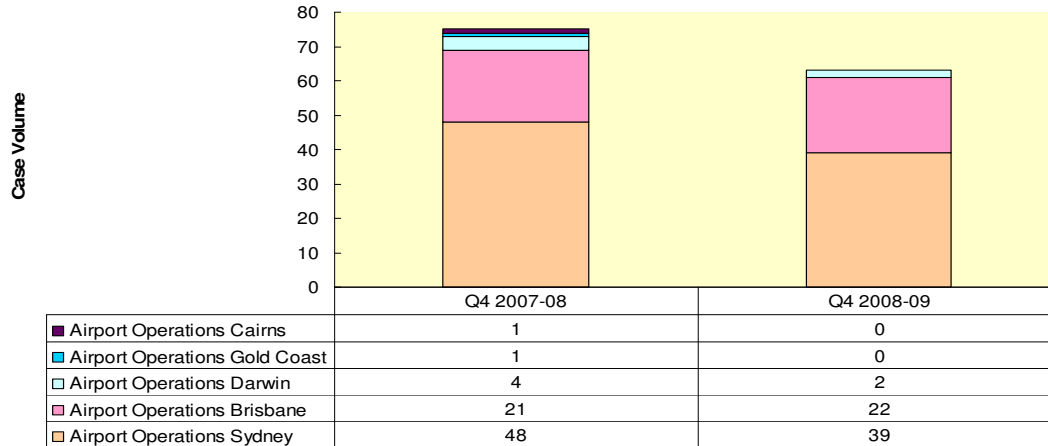
<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was professional	15	27	<b>80%</b>
Appreciated assistance	36	21	<b>-42%</b>
Officer/s was helpful	8	13	<b>63%</b>
Officer/s was efficient	1	6	<b>500%</b>
Appreciated facilitation	3	5	<b>67%</b>

## Airport Operations North

### Complaints

There were 63 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **16%** against the same period last year (75 cases).

#### Airport Operations North

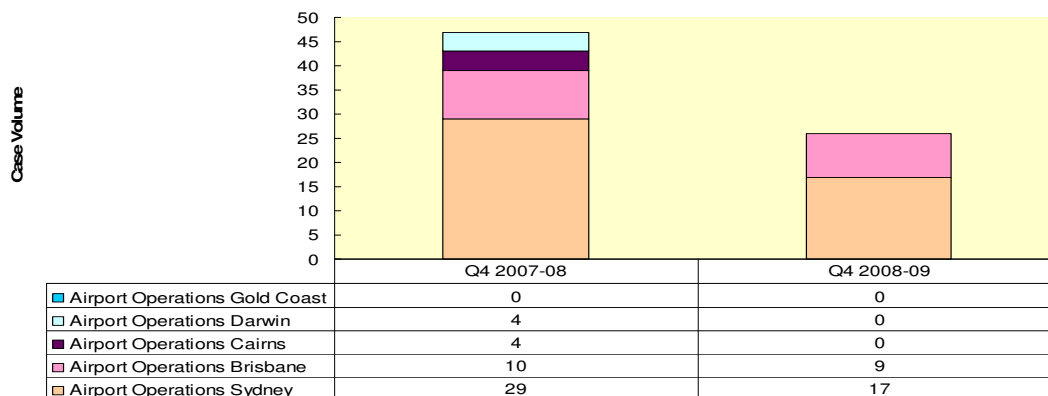


Complaint			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	14	26	<b>86%</b>
I didn't like the questions	7	6	<b>-14%</b>
Didn't expect duty/tax	12	5	<b>-58%</b>
Examination too thorough	7	5	<b>-29%</b>
Queue delay	5	5	<b>0%</b>

### Compliments

There were 26 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **45%** against the same period last year (47 cases).

#### Airport Operations North



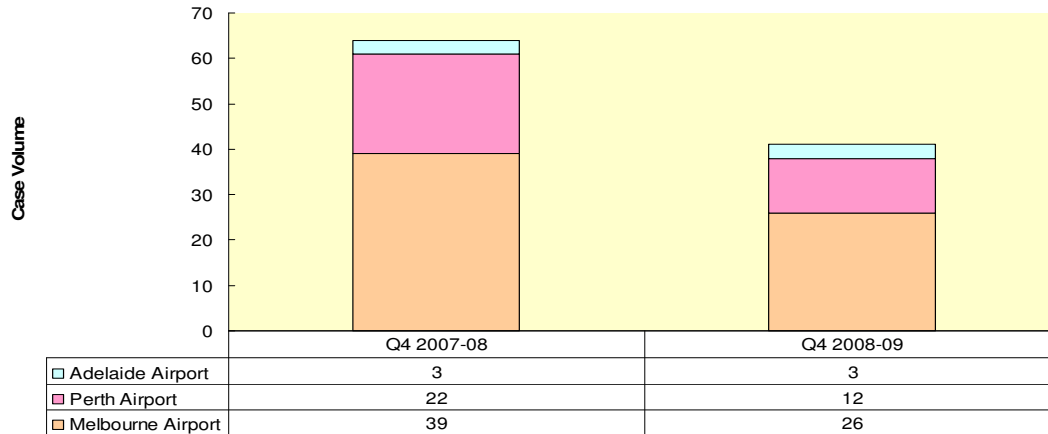
Compliment			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was professional	10	16	<b>60%</b>
Appreciated assistance	29	11	<b>-62%</b>
Appreciated facilitation	2	4	<b>100%</b>
Officer/s was helpful	4	3	<b>-25%</b>
Officer/s was efficient	0	2	<b>-</b>

## Airport Operations South

### Complaints

There were 41 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are **36%** down on the same period last year (64 cases).

#### Airport Operations South

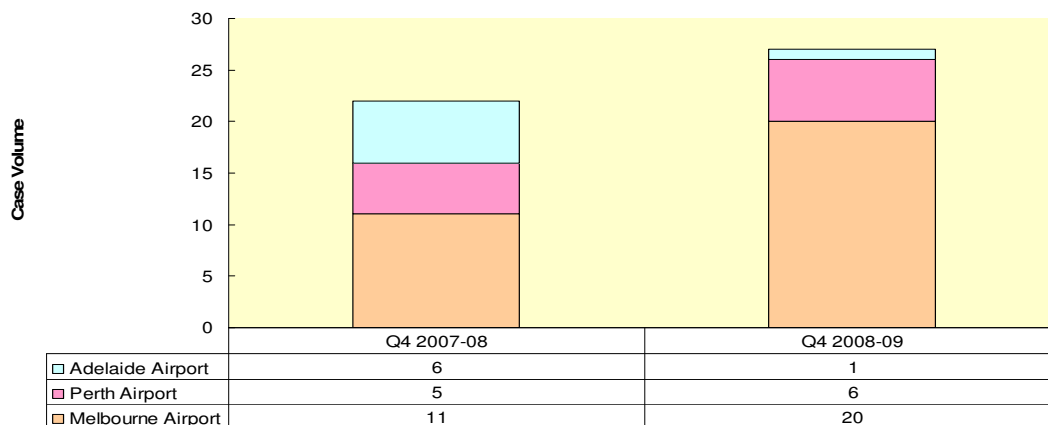


Complaint			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	15	14	-7%
Unhappy with selection	5	6	20%
Didn't expect duty/tax	16	6	-63%
I didn't like the questions	5	5	0%
Examination too thorough	3	3	0%

### Compliments

There were 27 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are up **23%** against the same period last year (22 cases).

#### Airport Operations South



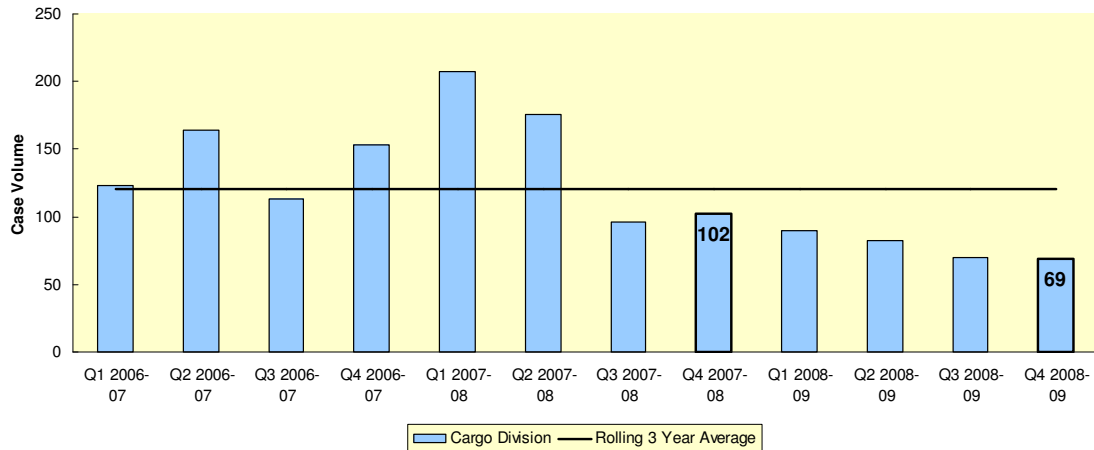
Compliment			
Issue	Q4 2007-08	Q4 2008-09	Variance
Appreciated assistance	5	10	100%
Officer/s was professional	5	10	100%
Officer/s was helpful	4	9	125%
Officer/s was efficient	1	4	300%
Process was efficient	3	2	-33%

## Cargo Division

### Complaints

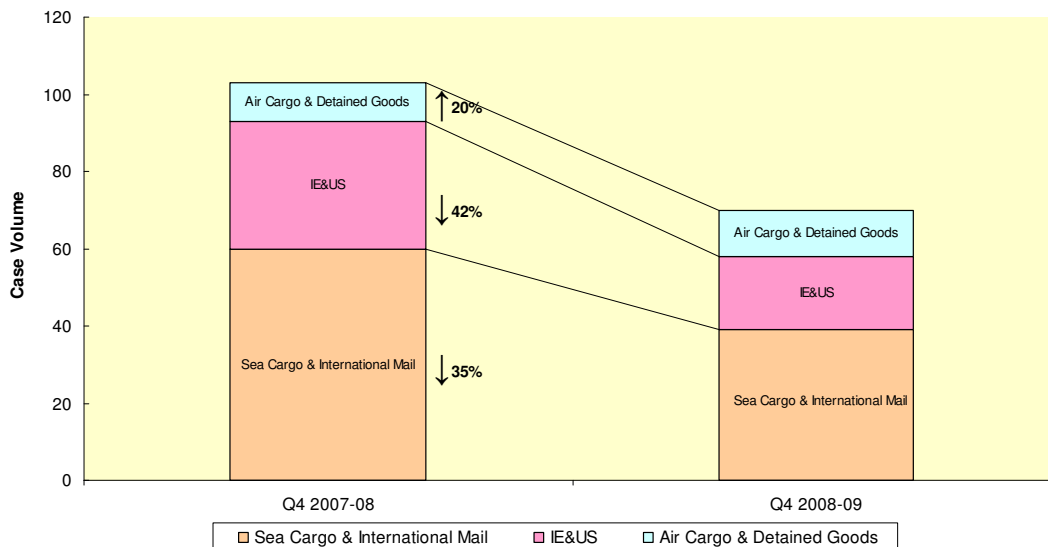
There were 69<sup>20</sup> complaint cases logged and investigated during the quarter. This represents a **32%** decrease over the same period last year (102 cases) and a **43%** decrease against the 3 year rolling average (120 cases).

#### Cargo Division



Cargo Division case volume this quarter, by branch, compared to same period last year show the decrease in case volume occurred as a result of decreases in Industry Engagement & User Services Branch and Sea Cargo & International Mail Branch.

#### Cargo Division



Case Volume			
Branch	Q4 2007-08	Q4 2008-09	Variance
Sea Cargo & International Mail	60	39	<b>-35%</b>
IE&US	33	19	<b>-42%</b>
Air Cargo & Detained Goods	10	12	<b>20%</b>
<b>Total</b>	<b>103</b>	<b>70<sup>21</sup></b>	<b>-32%</b>

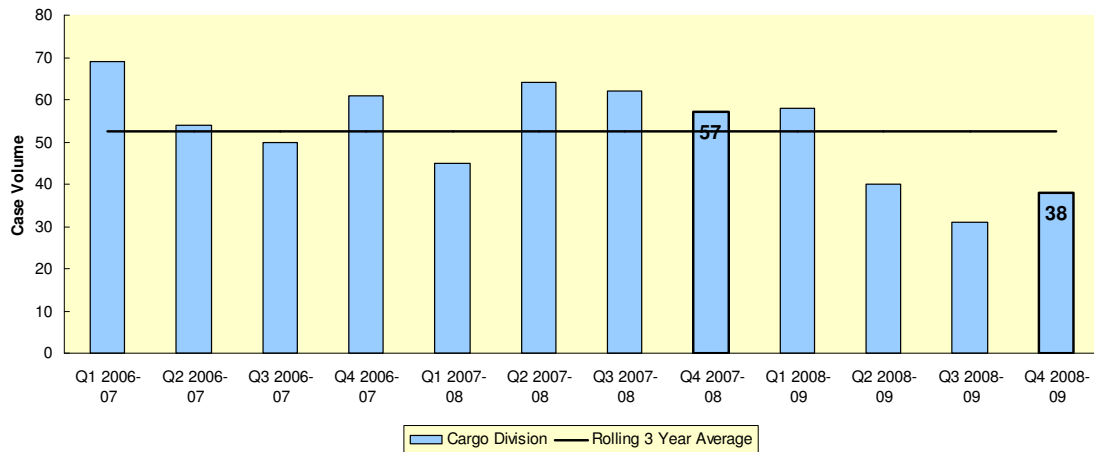
<sup>20</sup> As per footnote 16, two of these 69 cases have also been counted in other Division totals. One case has been counted in the Passengers Division total and one has been counted in the Compliance Division total.

<sup>21</sup> Due to multiple branch attribution, one of the 69 cases has been attributed to both Air Cargo & Detained Goods Branch and the Industry Engagement & User Services Branch resulting in aggregation of the division totals being 70.

## Compliments

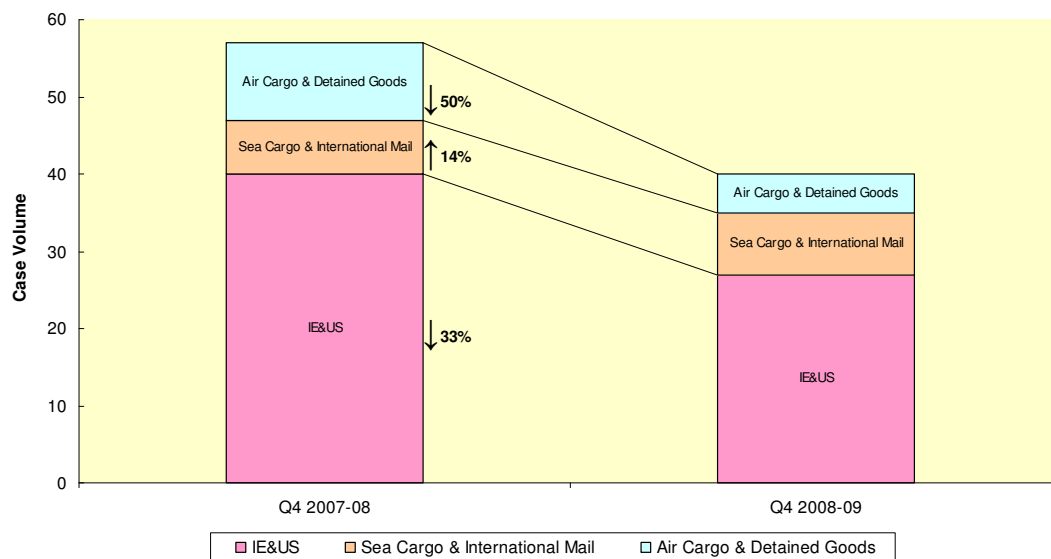
There were 38 compliment cases logged and acknowledged during the quarter. This represents a **33%** decrease over the same period last year (57 cases) and a **28%** decrease against the 3 year rolling average (52 cases).

### Cargo Division



Cargo Division case volume this quarter, by Branch, compared to same period last year show the decreases in case volume occurred in Industry Engagement and User Services (IE&US) and Air Cargo & Detained Goods.

### Cargo Division



Case Volume			
Branch	Q4 2007-08	Q4 2008-09	Variance
IE&US	40	27	<b>-33%</b>
Sea Cargo & International Mail	7	8	<b>14%</b>
Air Cargo & Detained Goods	10	5	<b>-50%</b>
<b>Total</b>	<b>57</b>	<b>40<sup>22</sup></b>	<b>-30%</b>

<sup>22</sup> Due to multiple branch attribution, two of the 38 cases have been attributed to other branches resulting in aggregation of the division totals being 40. One case has been counted against both Air Cargo & Detained Goods Branch and the Industry Engagement & User Services Branch and one case has been counted against Sea Cargo & International Mail Branch and the Industry Engagement & User Services Branch.

## Statistics

<b>Container Examination Facility Complaints</b>			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Sydney	7	10265	1,466
Darwin	0	51	0
Brisbane	1	8490	8,490
Adelaide	1	449	449
Melbourne	6	9179	1,530
Fremantle	2	4543	2,272
<b>Total</b>	<b>17</b>	<b>32977</b>	<b>1,940</b>

<b>Customs and Border Protection Information and Support Centre (CI&amp;SC) Complaints</b>						
Month	Number of Complaint Cases	Number of Phone Contacts	Number of Email Contacts	Number of Fax Contacts	Total Contacts	Number of Contacts for Every Complaint
April	8	29,245	2575	107	31,927	3,991
May	3	27,243	2814	163	30,220	10,073
June	0	28,474	3073	195	31,742	0
<b>Total</b>	<b>11</b>	<b>84,962</b>	<b>8,462</b>	<b>465</b>	<b>93,889</b>	<b>8,535</b>

## Key Issues

<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Didn't expect fees	14	15	<b>7%</b>
Goods were damaged	11	9	<b>-18%</b>
Process took too long	16	8	<b>-50%</b>
Didn't expect duty/tax	12	7	<b>-42%</b>
Officer was rude	8	6	<b>-25%</b>

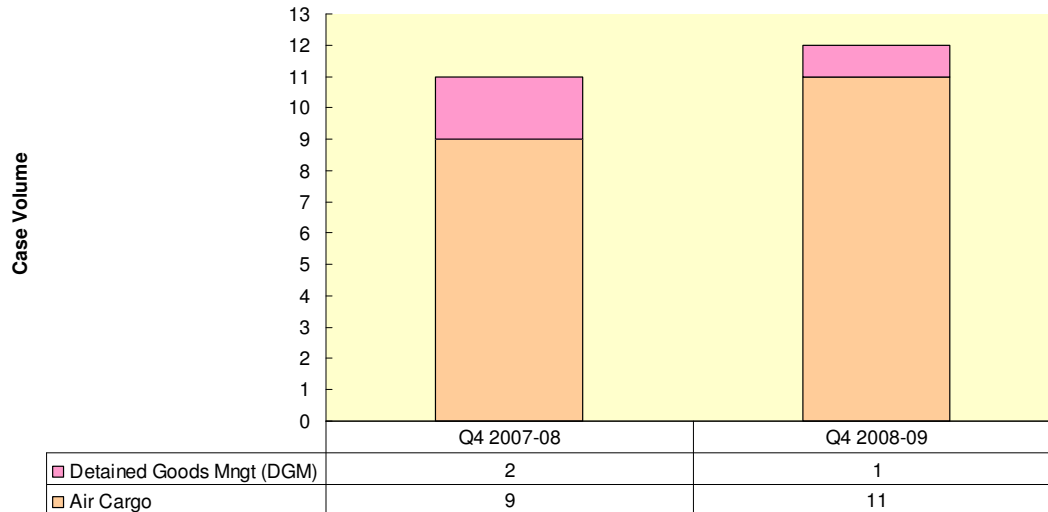
<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was helpful	32	22	<b>-31%</b>
Appreciated assistance	2	15	<b>650%</b>
Officer/s was professional	6	14	<b>133%</b>
Officer/s was friendly	7	5	<b>-29%</b>
Process was efficient	6	4	<b>-33%</b>

## Air Cargo & Detained Goods

### Complaints

There were 12<sup>23</sup> complaint cases attributable to Air Cargo & Detained Goods during the quarter. The complaints this quarter are up **20%** on the same period last year (11 cases).

#### Air Cargo & Detained Goods



Complaint			
Issue	Q4 2007-08	Q4 2008-09	Variance
Process took too long	1	6	<b>500%</b>
Didn't expect fees	0	2	<b>-</b>
Goods were damaged	4	1	<b>-75%</b>
Didn't expect duty/tax	1	1	<b>0%</b>
Goods were seized	1	1	<b>0%</b>

### Compliments

There were 5<sup>24</sup> compliment cases attributable to Air Cargo & Detained Goods during the quarter. The compliments this quarter are down **50%** on the same period last year (10 cases).

Compliment			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was helpful	6	4	<b>-33%</b>
Officer/s was professional	1	2	<b>100%</b>
Officer/s was friendly	1	2	<b>100%</b>
Appreciated assistance	0	1	<b>-</b>
Officer/s was efficient	1	0	<b>-100%</b>

<sup>23</sup> As per footnote 21, one of the 12 cases has also been attributed to the Industry Engagement & User Services Branch.

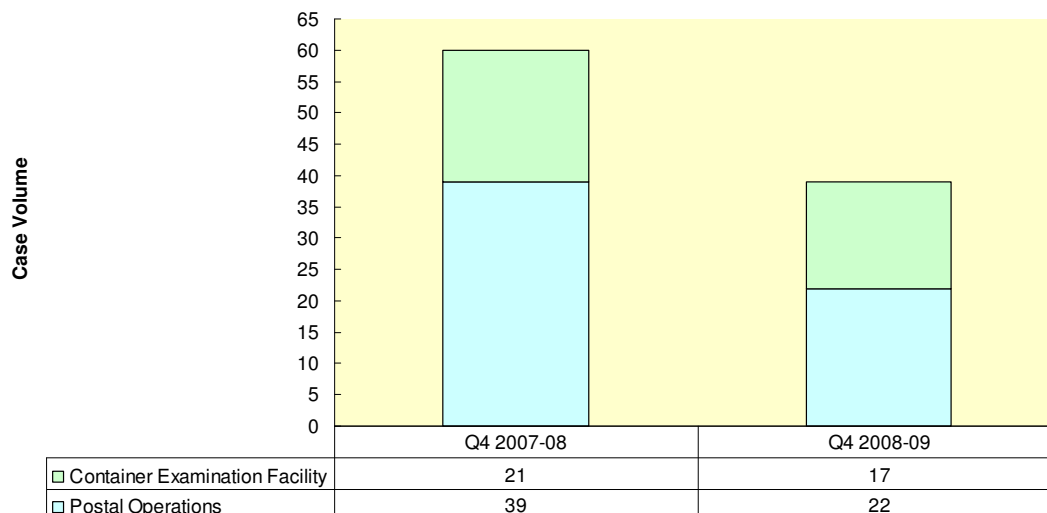
<sup>24</sup> As per footnote 22, one of the 5 cases has also been attributed to the Industry Engagement & User Services Branch.

## Sea Cargo & International Mail

### Complaints

There were 39 complaint cases attributable to Sea Cargo & International Mail during the quarter. The complaints this quarter are down **35%** on the same period last year (60 cases).

Sea Cargo & International Mail



Complaint			
Issue	Q4 2007-08	Q4 2008-09	Variance
Didn't expect fees	11	11	0%
Goods were damaged	7	8	14%
Didn't expect duty/tax	9	4	-56%
Goods were missing	2	4	100%
Payment made but goods not received	0	3	-

### Compliments

There were 8<sup>25</sup> compliment cases attributable to Sea Cargo & International Mail during the quarter. The compliments this quarter have increased **14%** on the same period last year (7 cases).

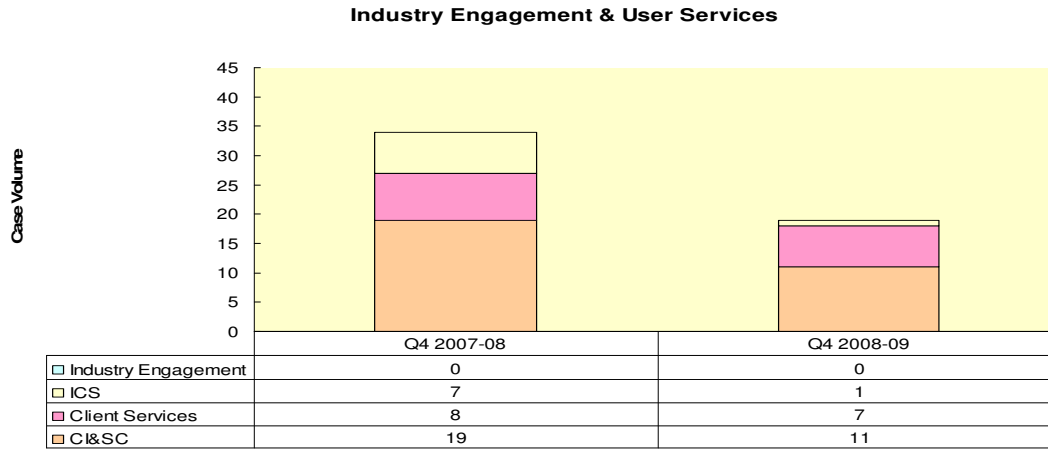
Compliment			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was helpful	3	3	0%
Officer/s was professional	1	2	100%
Officer/s was friendly	0	2	-
Process was efficient	2	1	-50%
Appreciated assistance	0	1	-

<sup>25</sup> As per footnote 22, one of the 18 cases has also been attributed to the Industry Engagement & User Services Branch.

## Industry Engagement & User Services

### Complaints

There were 19<sup>26</sup> complaint cases attributable to Industry Engagement and User Services during the quarter. The complaints this quarter are down **44%** on the same period last year (34 cases).



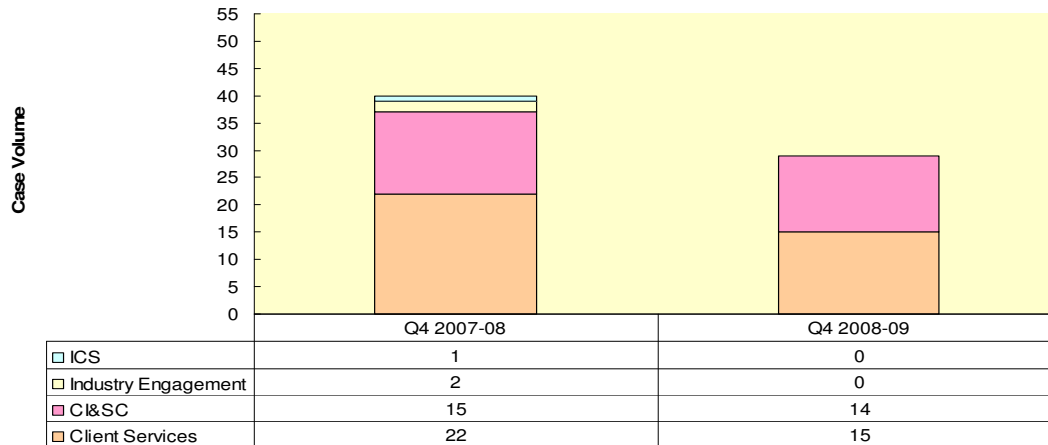
<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	7	6	<b>-14%</b>
I got the runaround	7	4	<b>-43%</b>
Misinformed by Customs	6	3	<b>-50%</b>
Didn't expect fees	3	2	<b>-33%</b>
Didn't expect duty/tax	2	2	<b>0%</b>

<sup>26</sup> As per footnote 21, one of the 19 cases has also been attributed to the Air Cargo & Detained Goods Branch.

## Compliments

There were 29<sup>27</sup> compliment cases attributable to Industry Engagement and User Services during the quarter. The compliments this quarter are **28%** down on the same period last year (40 cases).

### Industry Engagement & User Services



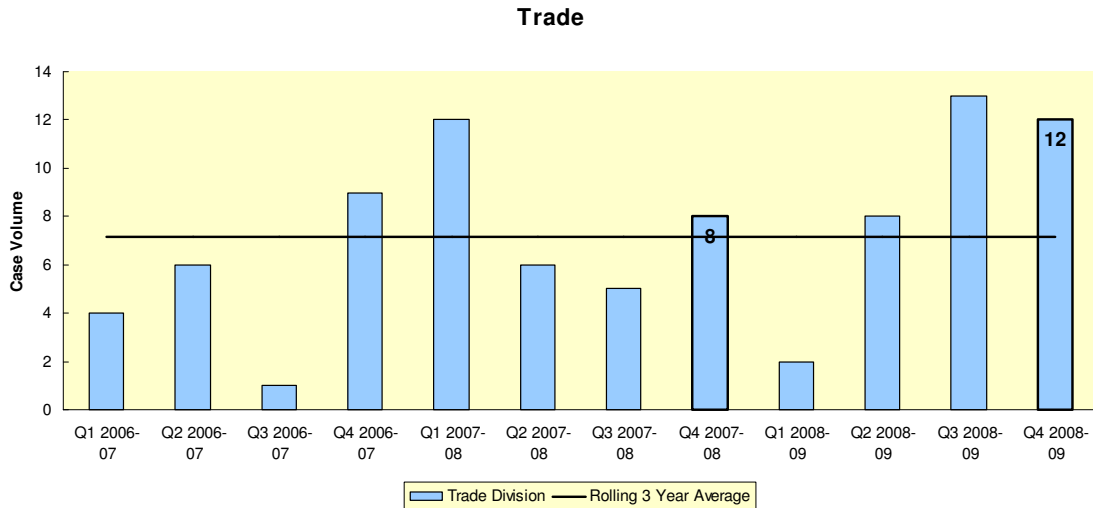
Compliment			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was helpful	23	15	<b>-35%</b>
Appreciated assistance	2	13	<b>550%</b>
Officer/s was professional	4	10	<b>150%</b>
Process was efficient	4	3	<b>-25%</b>
Officer/s was informative	9	2	<b>-78%</b>

<sup>27</sup> As per footnote 22, two of the 29 cases have also been attributed to other branches. One case has been counted against Air Cargo & Detained Goods Branch and one case has been counted against Sea Cargo & International Mail Branch.

## Trade Division

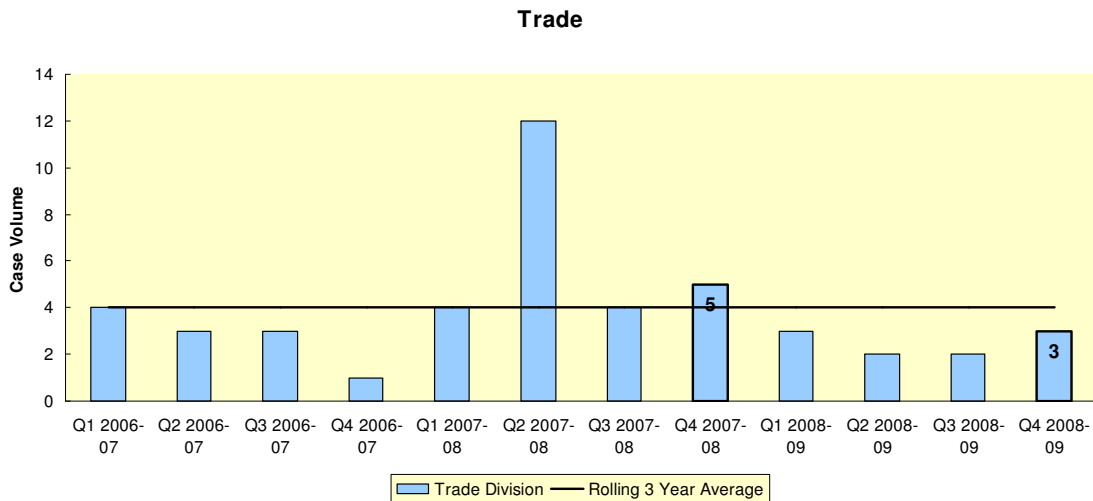
### Complaints

There were 12<sup>28</sup> complaint cases logged and investigated during the quarter. This represents a **50%** increase over the same period last year (8 cases) and a **67%** increase on the 3 year rolling average (7 cases).



### Compliments

There were 3<sup>29</sup> compliment cases logged and acknowledged during the quarter. This represents a **40%** decrease over the same period last year (5 cases) and a **25%** decrease against the 3 year rolling average (4 cases).



<sup>28</sup> As per footnote 16, one of these 12 cases has also been counted in the Compliance Division total.

<sup>29</sup> As per footnote 18, one of these 3 cases has also been counted in the Compliance Division total.

## Key Issues

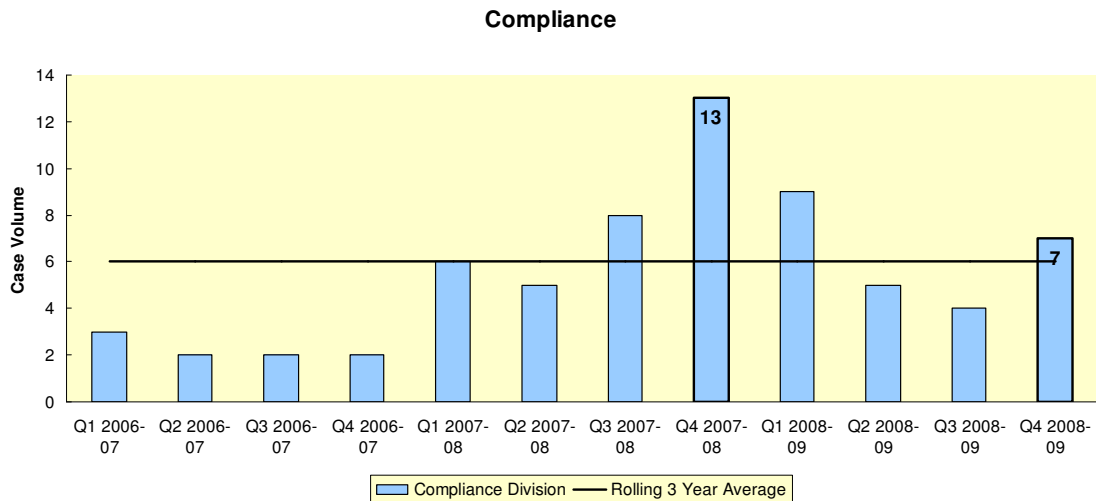
<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
I'm Not Happy with the Policy	2	3	<b>50%</b>
Unhappy with content	0	3	-
Process took too long	2	2	<b>0%</b>
I got the runaround	1	2	<b>100%</b>
Didn't expect duty/tax	1	1	<b>0%</b>

<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Process was efficient	3	2	<b>-33%</b>
Officer/s was informative	1	2	<b>100%</b>
Officer/s was professional	0	2	-
Appreciated assistance	0	2	-
Officer/s was friendly	0	1	-

## Compliance Division

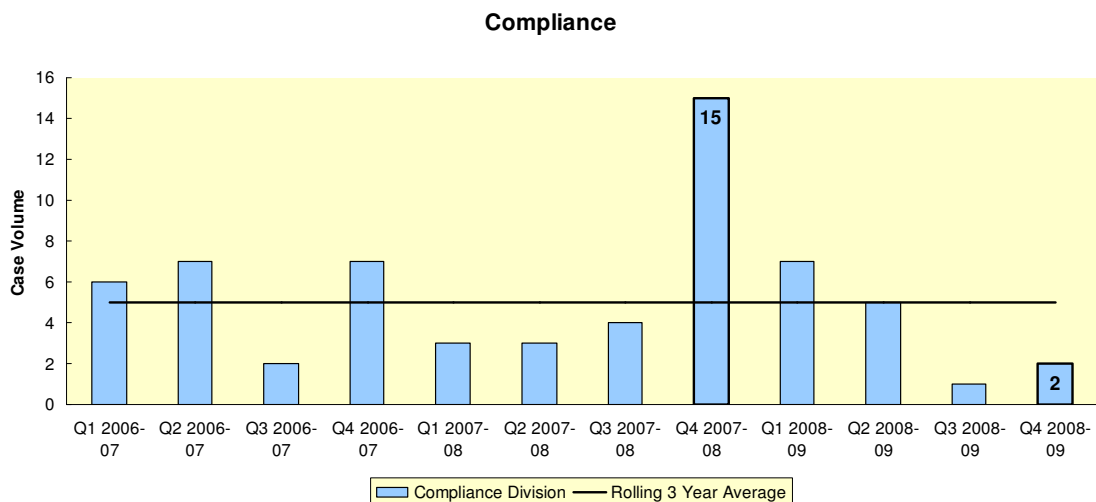
### Complaints

There were 7<sup>30</sup> complaint cases logged and investigated during the quarter. This represents a 46% decrease over the same period last year (13 cases) but a 17% increase on the 3 year rolling average (6 cases).



### Compliments

There were 2<sup>31</sup> compliment cases logged and investigated during the quarter. This represents an 87% decrease over the same period last year (15 cases) and a 60% decrease against the 3 year rolling average (5 cases).



<sup>30</sup> As per footnote 16, two of these 72 cases have also been counted in other Division totals. One case has been counted in the Trade Division total and one case has been counted in the Cargo Division total.

<sup>31</sup> As per footnote 18, one of these 2 cases has also been counted in the Trade Division total.

## Key Issues

<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Didn't expect fees	6	3	-50%
Process took too long	3	3	0%
Other	0	1	-
I got the runaround	0	1	-
Goods were seized	1	0	-100%

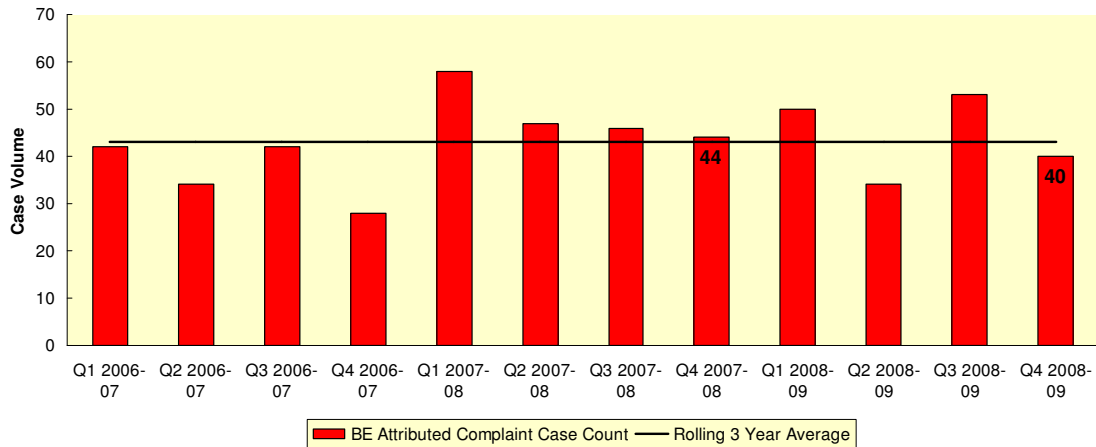
<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was professional	5	2	-60%
Officer/s was helpful	6	1	-83%
Appreciated assistance	3	1	-67%
Officer/s was friendly	1	1	0%
Officer/s was informative	1	1	0%

# Border Enforcement

## Complaints

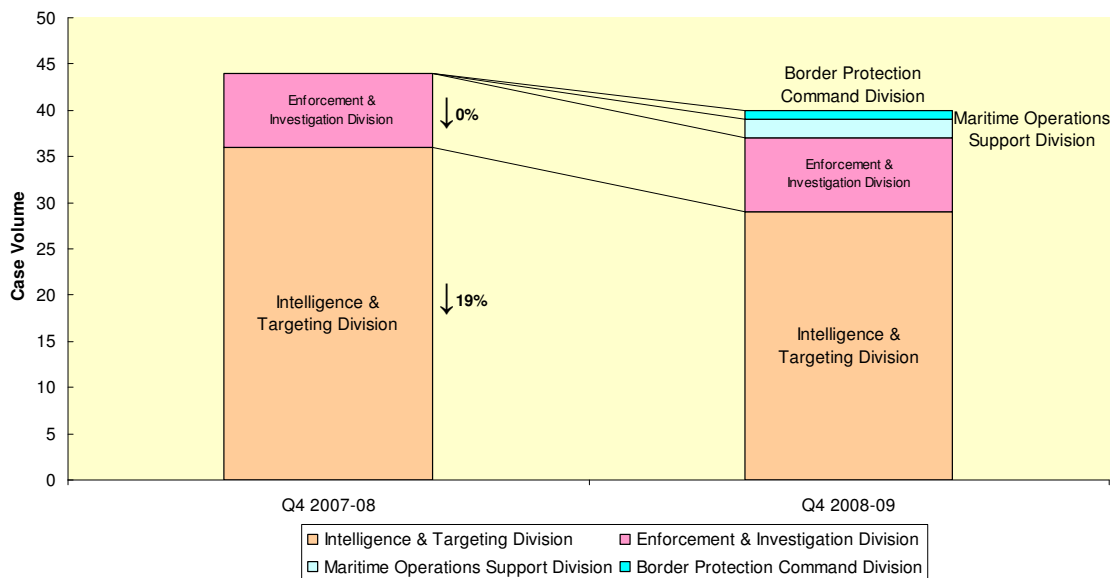
There were 40<sup>32</sup> complaint cases logged and investigated during the quarter. This represents a 9% decrease over the same period last year (44 cases) and a 7% decrease against the 3 year rolling average (43 cases).

**Border Enforcement**



The decrease in cases this quarter compared to same period last year can be explained by the decrease in cases attributed to the Intelligence & Targeting Division (19%).

**Border Enforcement**



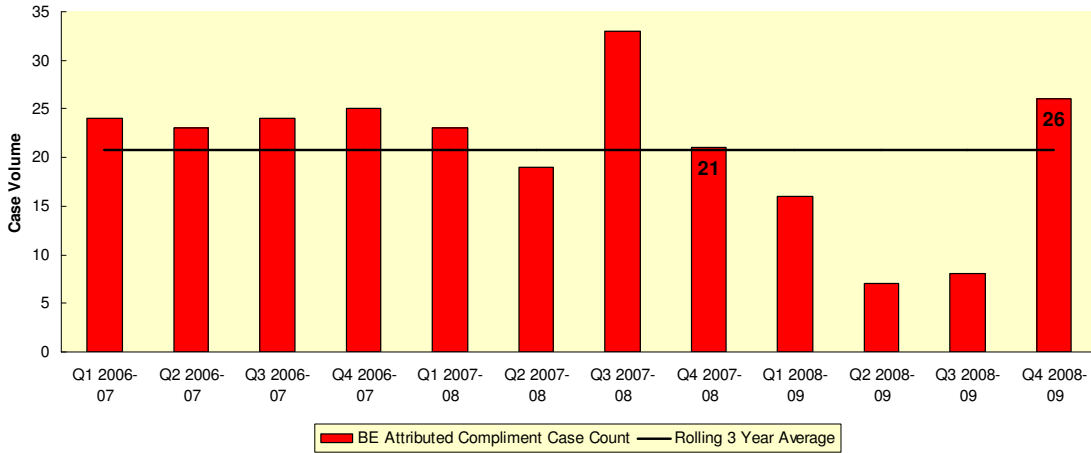
Case Volume			
Division	Q4 2007-08	Q4 2008-09	Variance
Intelligence & Targeting Division	36	29	-19%
Enforcement & Investigation Division	8	8	0%
Maritime Operations Support Division	0	2	-
Border Protection Command Division	0	1	-
<b>Total</b>	<b>44</b>	<b>40</b>	<b>-9%</b>

<sup>32</sup> As per footnote 2, one of these 40 cases is also counted in the Passenger & Trade Facilitation Program total.

## Compliments

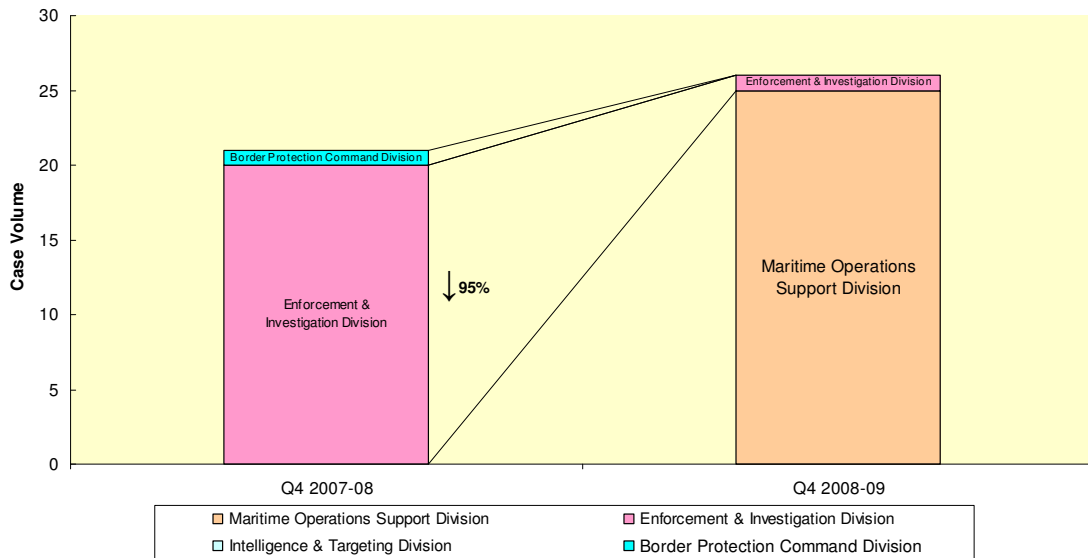
There were 26 compliment cases logged and acknowledged during the quarter. This represents a **24%** increase over the same period last year (21 cases) and a **25%** increase against the 3 year rolling average (21 cases).

### Border Enforcement



The increase in Border Enforcement cases this quarter from the same period last year can be explained by the increase in cases attributed to the Maritime Operations Support Division.

### Border Enforcement



Case Volume			
Division	Q4 2007-08	Q4 2008-09	Variance
Maritime Operations Support Division	0	25	-
Enforcement & Investigation Division	20	1	<b>-95%</b>
Intelligence & Targeting Division	0	0	-
Border Protection Command Division	1	0	<b>-100%</b>
<b>Total</b>	<b>21</b>	<b>26</b>	<b>24%</b>

## Key Issues

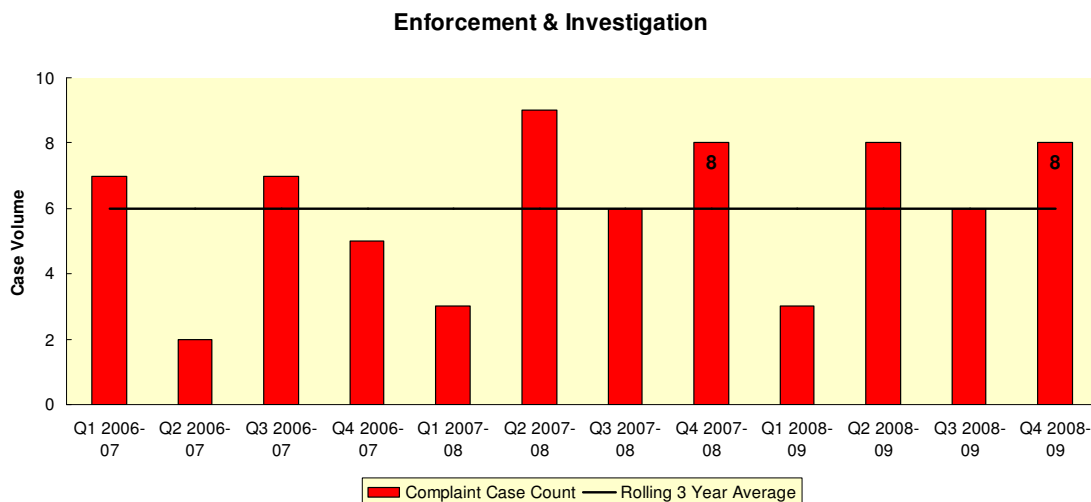
<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Always Held	0	10	-
Didn't expect fees	8	7	-13%
Always searched	23	6	-74%
Unhappy with selection	0	5	-
Process not explained	0	3	-

<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Appreciated assistance	12	25	108%
Officer/s was professional	3	5	67%
Officer/s was helpful	1	1	0%
Officer/s was friendly	1	1	0%
Officer/s was efficient	0	1	-

## Enforcement & Investigation Division

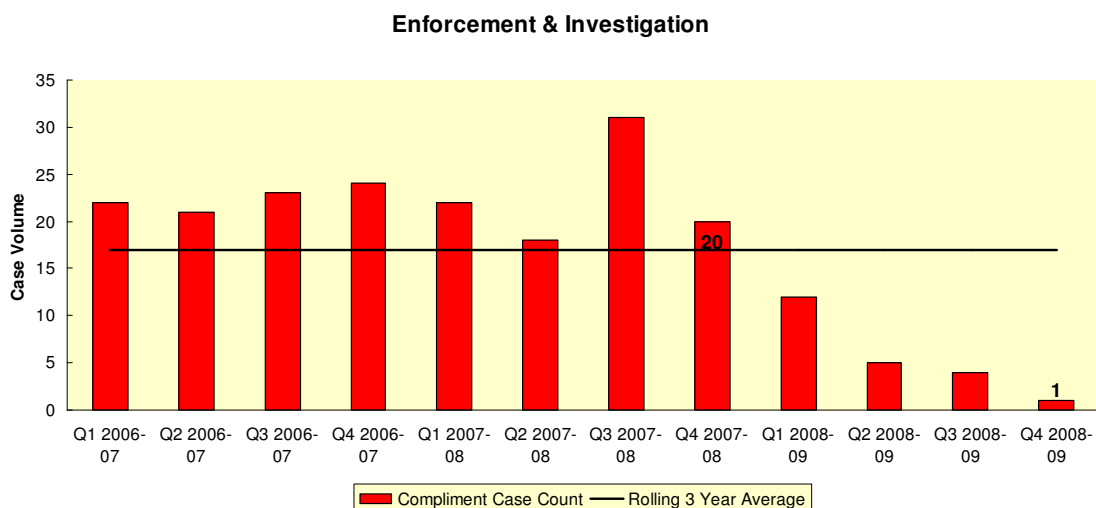
### Complaints

There were 8 complaint cases logged and investigated during the quarter. This represents no change on the same period last year (8 cases) and a **33%** increase on the 3 year rolling average (6 cases).



### Compliments

There was 1 compliment case logged and acknowledged during the quarter. This represents a **95%** decrease over the same period last year (20 cases) and a **94%** decrease against the 3 year rolling average (17 cases).



## Key Issues

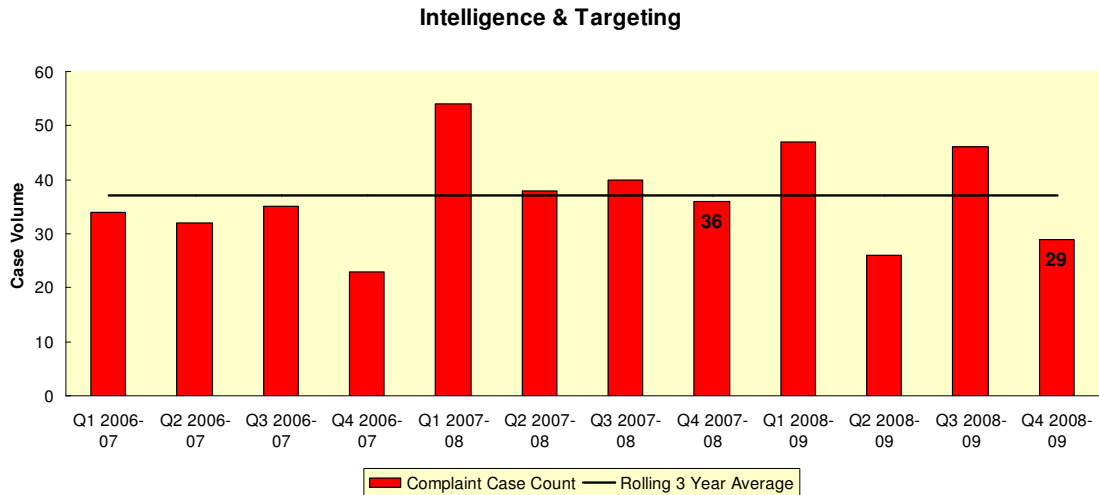
<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer was rude	1	2	<b>100%</b>
Process not explained	0	2	-
Misinformed by Customs	0	2	-
Didn't expect duty/tax	1	1	<b>0%</b>
Unhappy with selection	0	1	-

<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Officer/s was helpful	1	1	<b>0%</b>
Appreciated assistance	12	0	<b>-100%</b>
Officer/s was professional	3	0	<b>-100%</b>
Officer/s was informative	3	0	<b>-100%</b>
Officer/s was friendly	1	0	<b>-100%</b>

## Intelligence & Targeting Division

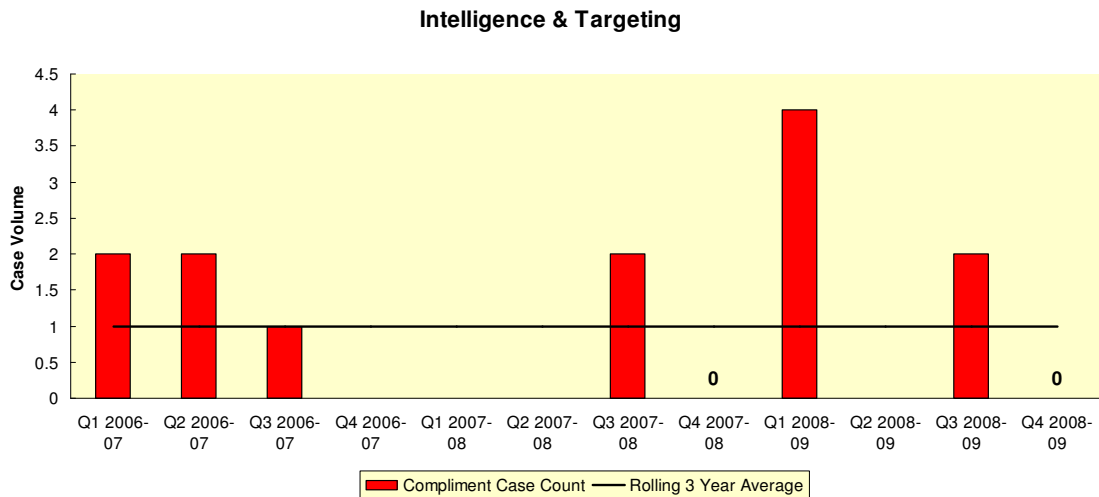
### Complaints

There were 29 complaint cases logged and investigated during the quarter. This represents a **19%** decrease over the same period last year (36 cases) and a **22%** decrease against the 3 year rolling average (37 cases).



### Compliments

There were no compliment cases attributable to Intelligence & Targeting Division during the quarter. This represents no change over the same period last year (0 cases) and a **100%** decrease against the 3 year rolling average (1 case).



### Key Issues

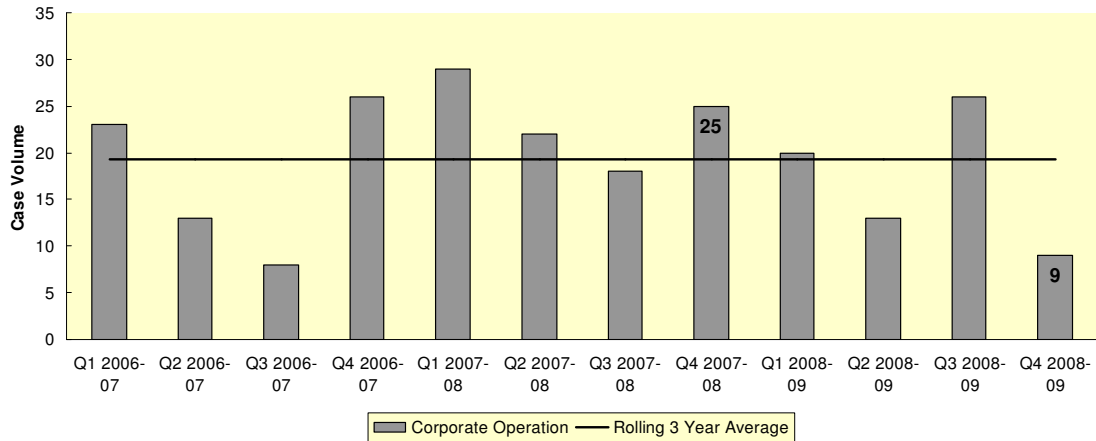
Complaint			
Issue	Q4 2007-08	Q4 2008-09	Variance
Always Held	0	10	-
Didn't expect fees	8	7	-13%
Always searched	23	6	-74%
Unhappy with selection	0	4	-
Hold not removed	0	3	-

# Corporate Operation

## Complaints

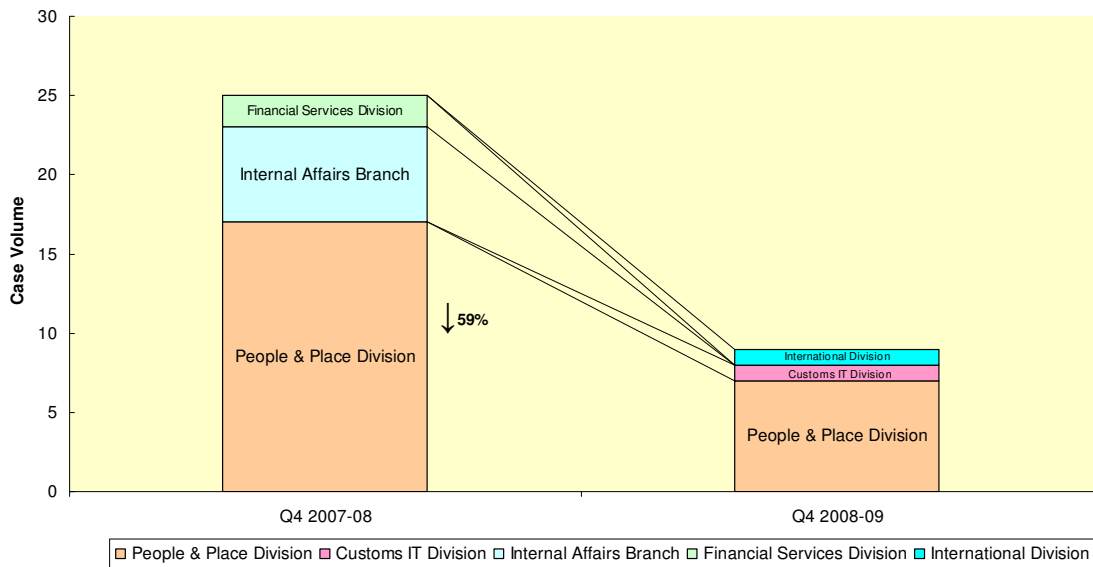
There were 9 complaint cases logged and investigated during the quarter. This represents a **64%** decrease over the same period last year (25 cases) and a **53%** decrease against the 3 year rolling average (19 cases).

**Corporate Operation**



The decrease in Corporate Operation cases this quarter compared to same period last year can be explained by the decreases in case volume in People and Place Division (**59%**) and Internal Affairs Branch (**100%**).

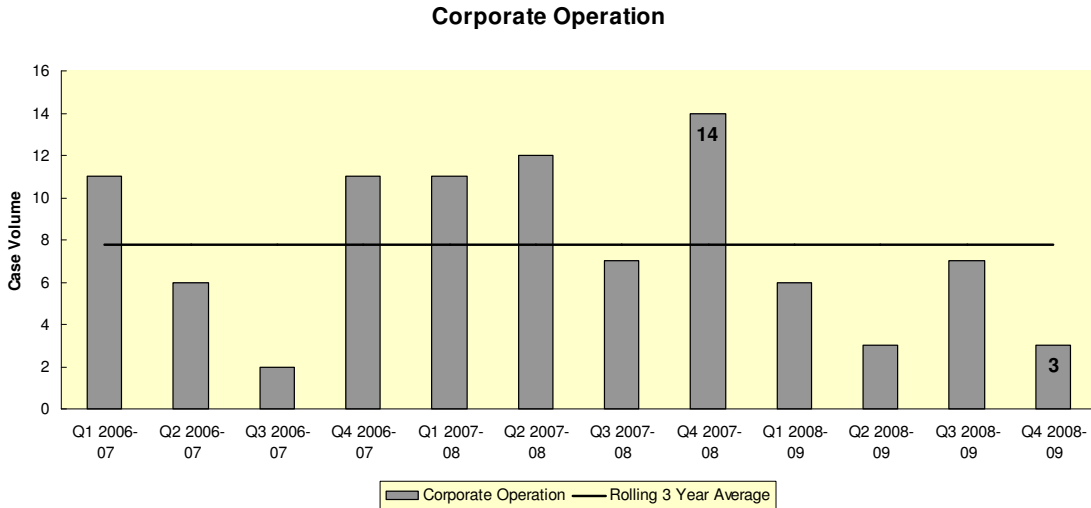
**Corporate Operation**



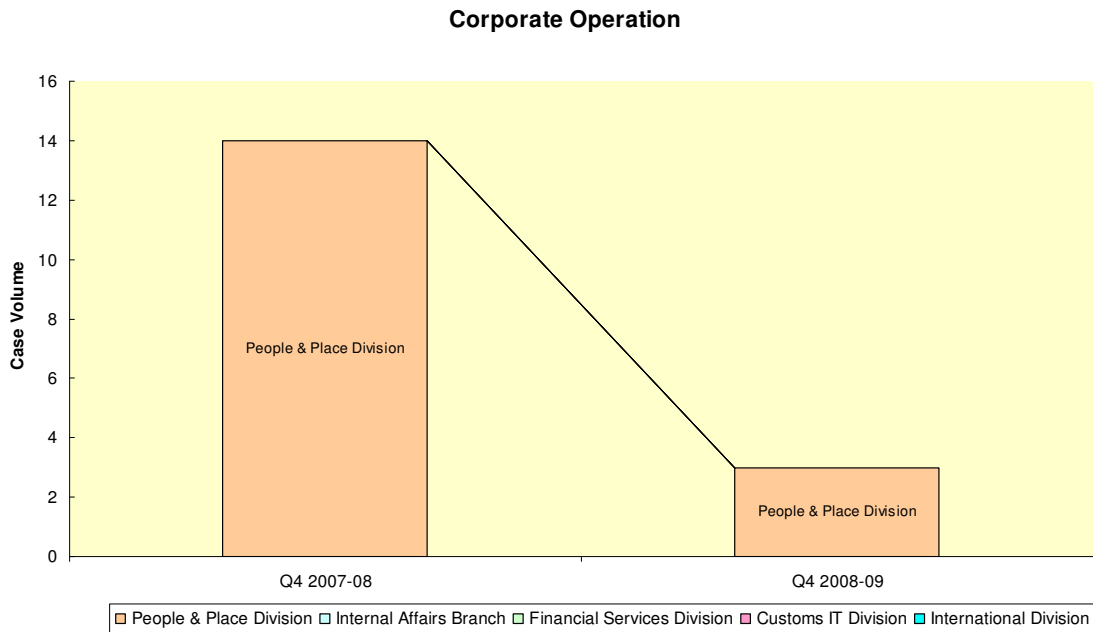
Case Volume			
Division	Q4 2007-08	Q4 2008-09	Variance
People & Place Division	17	7	-59%
International Division	0	1	-
Customs IT Division	0	1	-
Internal Affairs Branch	6	0	-100%
Financial Services Division	2	0	-100%
<b>Total</b>	<b>25</b>	<b>9</b>	<b>-64%</b>

## Compliments

There were 3<sup>33</sup> compliment cases logged and acknowledged during the quarter. This represents a **79%** decrease over the same period last year (14 cases) and a **61%** decrease against the 3 year rolling average (8 cases).



The decrease in Corporate Operation cases this quarter compared to the same period last year can be explained by the decrease in compliments attributed to the People and Place Division.



Financial Services Division, Customs IT Division, Internal Affairs Branch and International Division did not have compliments attributed to them this quarter or during the same period last year.

<sup>33</sup> As per footnote 4, one of these 3 cases is also counted in the Passenger & Trade Facilitation Program total.

## Key Issues

<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Other	7	3	-57%
Unhappy with content	0	2	-
Unhappy about process	5	1	-80%
'Border Security'	2	1	-50%
Officer was rude	0	1	-

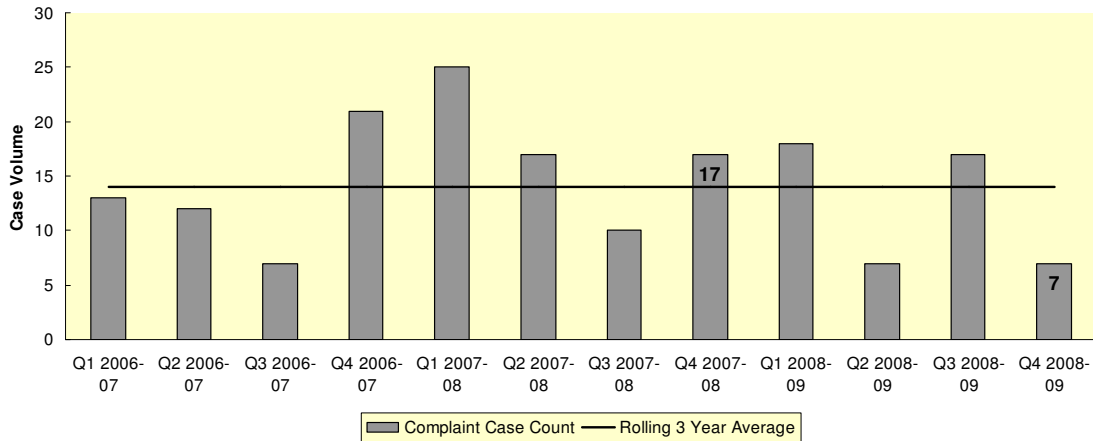
<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Easy to use	3	2	-33%
Appreciated assistance	2	1	-50%
Process was efficient	4	0	-100%
Officer/s was professional	2	0	-100%
Officer/s was helpful	2	0	-100%

## People and Place Division

### Complaints

There were 7 complaint cases logged and investigated during the quarter. This represents a **59%** decrease over the same period last year (17 cases) and a **50%** decrease against the 3 year rolling average (14 cases).

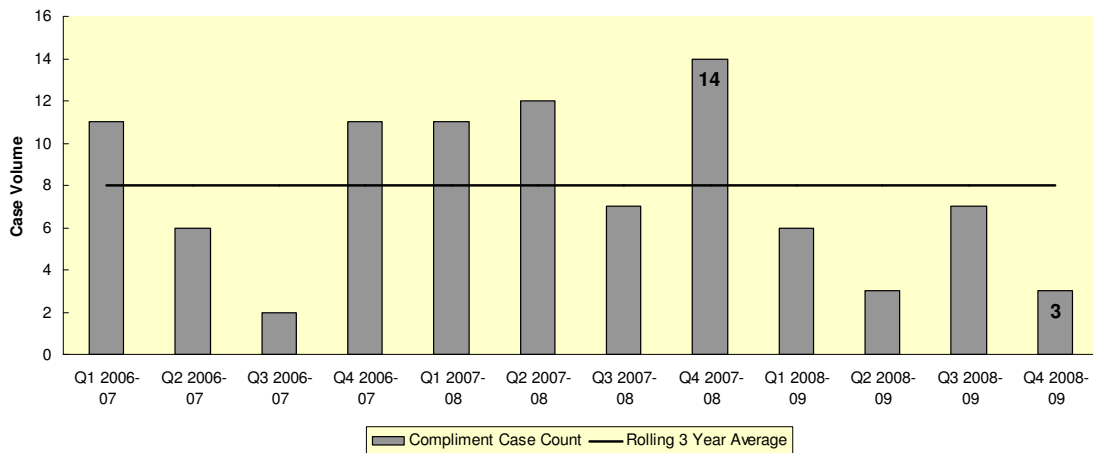
People and Place



### Compliments

There were 3 compliment cases logged and acknowledge during the quarter. This represents a **79%** decrease over the same period last year (14 cases) and a **63%** decrease against the 3 year rolling average (8 cases).

People and Place



## Key Issues

<b>Complaint</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Other	4	2	-50%
Unhappy with content	0	2	-
Unhappy about process	5	1	-80%
'Border Security'	2	1	-50%
Officer was rude	0	1	-

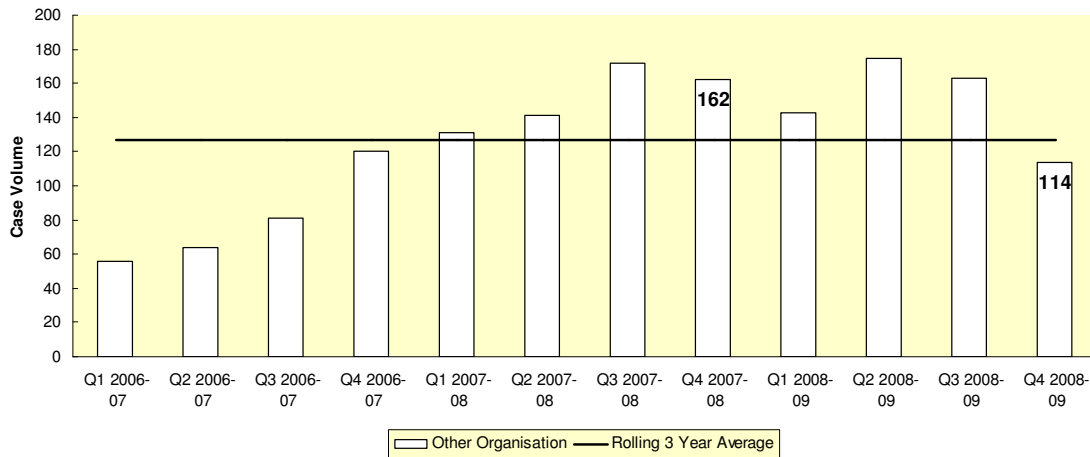
<b>Compliment</b>			
Issue	Q4 2007-08	Q4 2008-09	Variance
Easy to use	3	2	-33%
Appreciated assistance	2	1	-50%
Process was efficient	4	0	-100%
Officer/s was professional	2	0	-100%
Officer/s was helpful	2	0	-100%

# Not Attributed

## Complaints

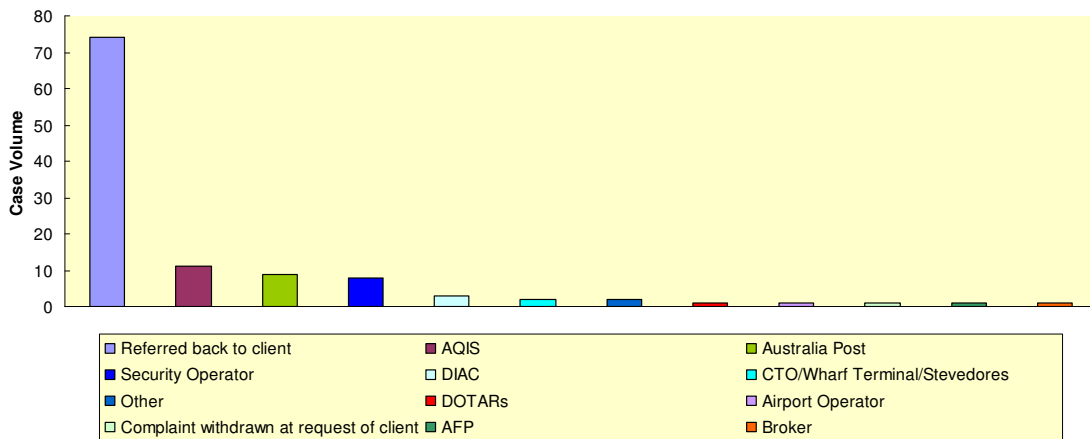
There were 114<sup>34</sup> complaint cases logged, investigated, and subsequently referred back to the client or on to other organisations, during the quarter. This represents a **30%** decrease over the same period last year (162 cases) and a **10%** decrease against the 3 year rolling average (127 cases).

**Other Organisation**



74 cases (or 65%) were “Referred back to client”. This description is used where Customs and Border Protection is not the attributable entity and, there is no, or we are unable to identify another entity to refer the client to contact to enable them to continue pursuing the matter.

**Other Organisation**



## Compliments

There were 3<sup>35</sup> compliment case logged, acknowledged and subsequently referred to another organisation during the quarter. This represents a slight increase over the same period last year (0 cases) and a **50%** increase against the 3 year rolling average (2 cases).

<sup>34</sup> As per footnote 1, three of these 114 cases are also counted in the Attributed cases total.

<sup>35</sup> As per footnote 3, one of these 3 cases is also counted in the Attributed cases total.

## Other Information

### Service Standards

The Service Standard that applies to complaints and compliments handling in Customs and Border Protection is:

***If you write to us or email us:*** We aim to acknowledge your communication within five 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 you as to when a final response can be expected.

During 1 April 2009 – 30 June 2009 the average response timeframes were

Complaints **16** working days

Compliment **3** working days

125 or **25%** of cases could not meet the 15 working day benchmark during the quarter.

### How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 03 9244 8160

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

Complaints & Compliments Brochure

Letter: Reply Paid 86251, Melbourne Victoria, 8060

Customs Website Feedback Form: <http://www.customs.gov.au/site/page4235.asp>

Or any Customs Officer.

How People Contact Us			
Source	Q4 2007-08	Q4 2008-09	Variation
Email	392	267	-32%
Website feedback form	0	88	0%
Telephone	88	47	-47%
Customs Officer	34	38	12%
Letter	57	22	-61%
Brochure	56	18	-68%
Ministerial	15	6	-60%
Via an external agency	0	6	0%
Fax	11	2	-82%
<b>Total</b>	<b>653</b>	<b>494</b>	<b>-24%</b>

## Complaints and Compliments Management Unit Product Feedback Form

Customs and Border Protection welcomes feedback on all of its products. Any comments concerning this report, or any additional information relevant to the subject, may be directed to the point of contact below.

Feedback provided by...		
Name :	Phone :	Today's Date :
Customs Level :	Region :	
Division :		
Name of Report :		

How did you get this report?	
<input type="checkbox"/> Complaints and Compliments Management Unit sent it to me	<input type="checkbox"/> I downloaded it from the Customs and Border Protection Website
<input type="checkbox"/> I requested it	<input type="checkbox"/> Other : _____
<b>Please respond to the following statements by selecting a number from 1 to 5</b>	strongly disagree (1) ←-----→ strongly agree (5)
1. The report was easily accessible	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
2. This report was clear	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
3. This report provided me with useable information	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
4. This report was relevant to my environment	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
5. This report was timely	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5

### Comments

***Thank you for taking the time to complete this feedback form***

**This completed form should be forwarded to:**

Complaints and Compliments Management Unit, National Pay and Accounts Centre,  
 Australian Customs and Border Protection Service  
 1010 LaTrobe Street, Melbourne VIC 3008, Ph: 1800 228 227 or  
[comments@customs.gov.au](mailto:comments@customs.gov.au)