



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

January – March 2011

CORPORATE CONNECT

MELBOURNE

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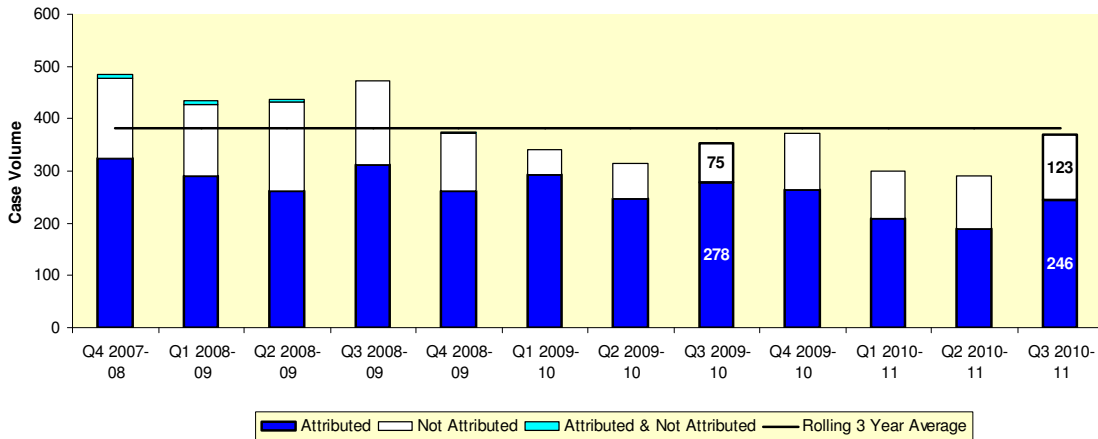
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EXECUTIVE SUMMARY

All Complaints

There were 369 unique complaint cases logged and investigated during the quarter. This represents a **5%** increase over the same period last year (353 unique cases) and a **3%** decrease against the 3 year rolling average (379 unique cases).

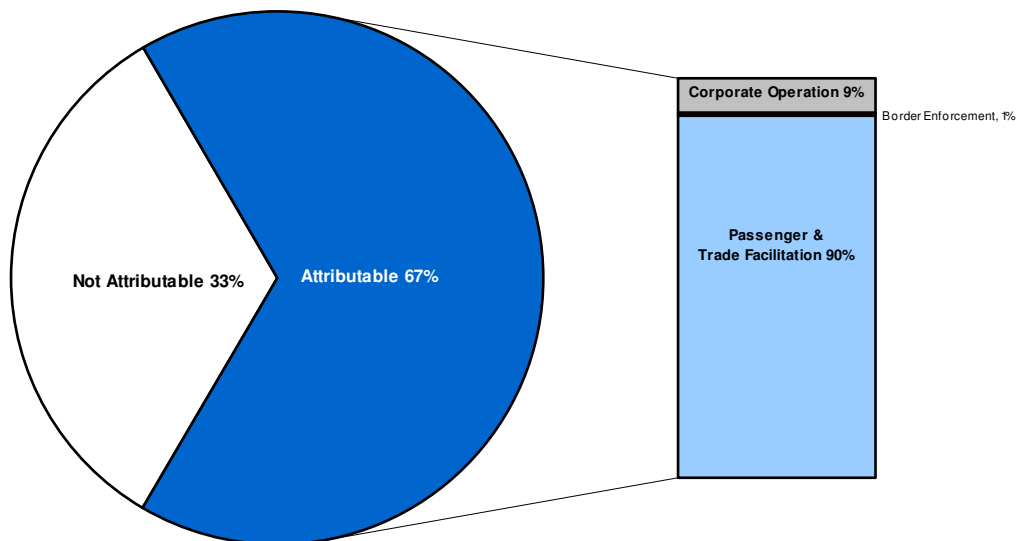
Customs and Border Protection



Attributable complaint cases accounted for 246 of the 353 cases logged and investigated. This represents a **12%** decrease to the figure recorded for the same period last year (278 attributed cases) and represents an **8%** decrease over the rolling three year average (267 attributed cases).

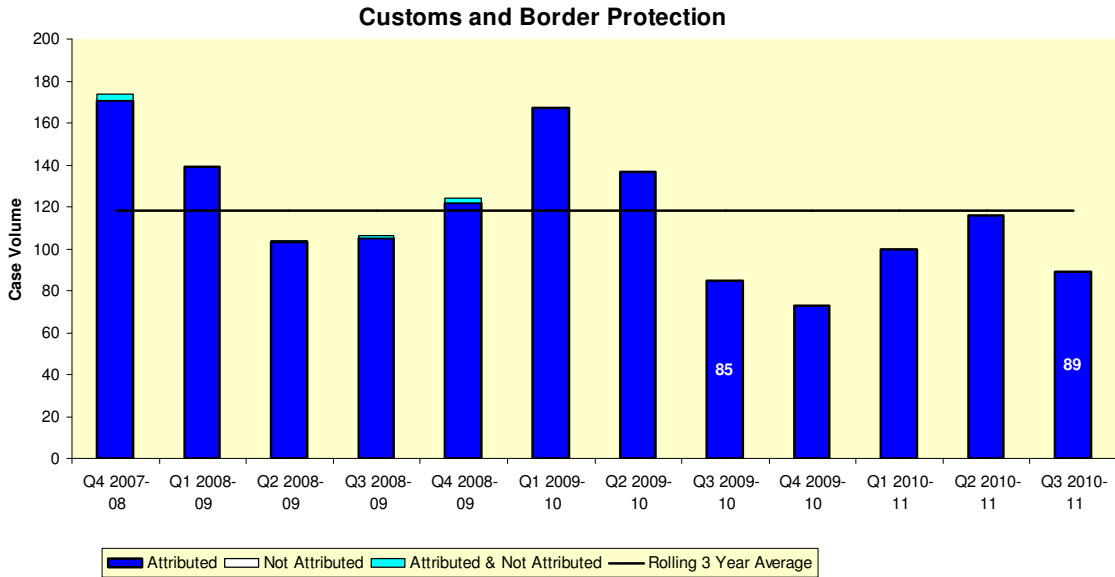
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

Customs and Border Protection



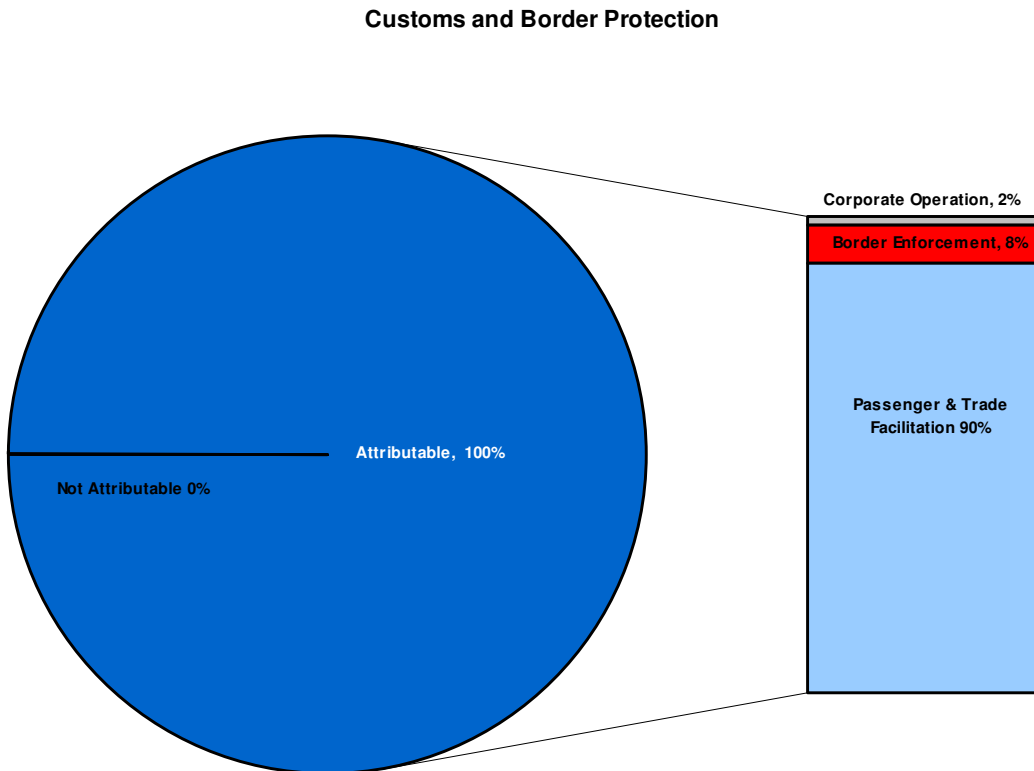
All Compliments

There were 89 compliment cases logged and acknowledged during the quarter. This represents a 5% increase over the same period last year (85 unique cases) and a 24% decrease against the 3 year rolling average (118 unique cases).



Attributable compliment cases account for all of the 89 cases logged.

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



Statistics¹

Complaint Ratios (negative % = increase in complaints)		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment	2.76 : 1	16%
Complaints to Air Movements	1 : 61262	23%
Complaints to TEU inspected 1. ALL 2. CEF only	1. TEU (ALL) 1: 16973 2. TEU Inspected (CEF) 1: 2140	1. 217% 2. 165%
Complaints to Postal Articles inspected	1 : 393334	-31%
Complaints to Air Cargo Articles inspected	1 : 51934	-20%
Customs Information and Support Centre (CI&SC) complaints to contacts	1 : 28282	117%

Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer was rude	38	36	-5%
Hold not removed	37	13	-65%
Queue delay	3	12	300%
Unhappy with selection	12	11	-8%
Claim rejected	1	10	900%

Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	25	29	16%
Appreciated assistance	17	24	41%
Officer/s was professional	18	13	-28%
Officer/s was informative	1	7	600%
Officer/s was friendly	10	5	-50%

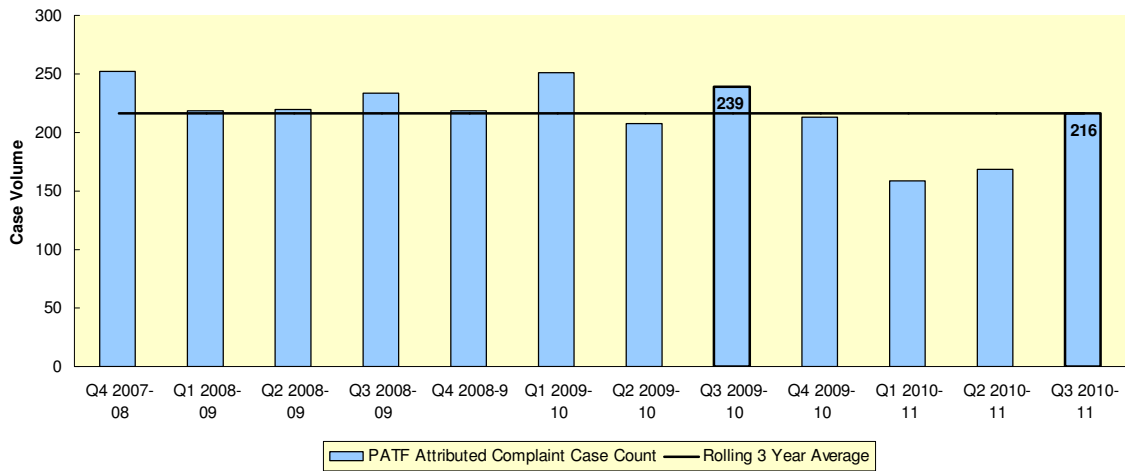
[1] The industry standard is to record container statistics in twenty-foot equivalent (TEU) unit terms rather than the actual number of containers. Most international containers are either 20 ft (1 TEU) or 40 ft (2 TEU). On average, the number of containers is equivalent to 75 per cent of the number of TEU, e.g. 750 containers is equivalent to 1000 TEU. Includes import and export inspections. Above figures do not include empty containers. An individual container is identified through an ICS query requesting unique occurrences of Vessel Id + Voyage Nbr + Container Nbr. Data Source: Sharepoint / Corporate Performance Reporting

Passenger & Trade Facilitation

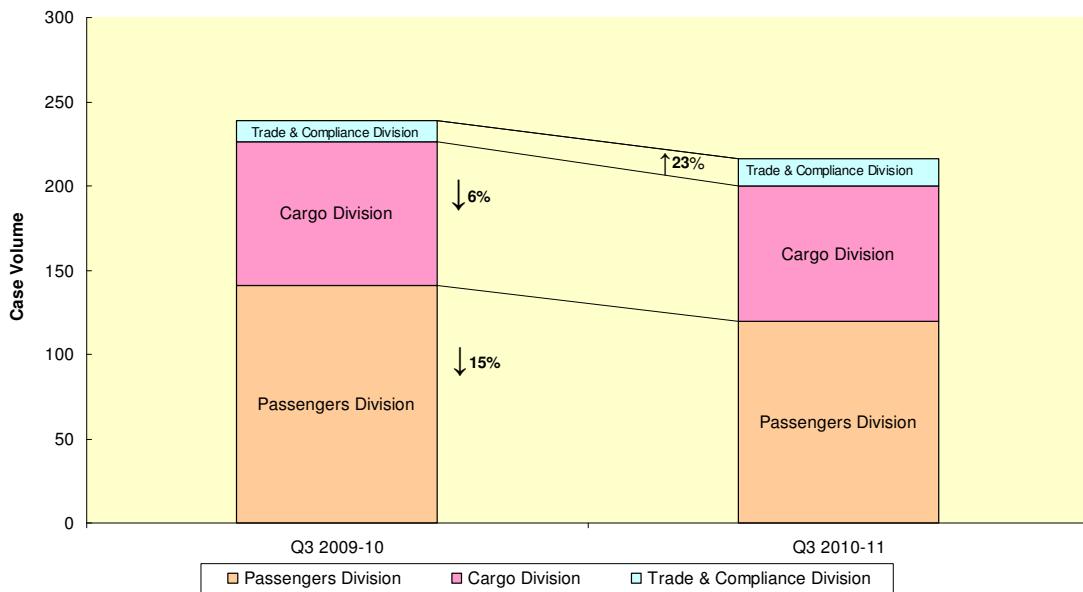
Complaints

There were 216 complaint cases logged and investigated during the quarter. This represents a **10%** decrease over the same period last year (239 cases) and no change against the 3 year rolling average (216 cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation

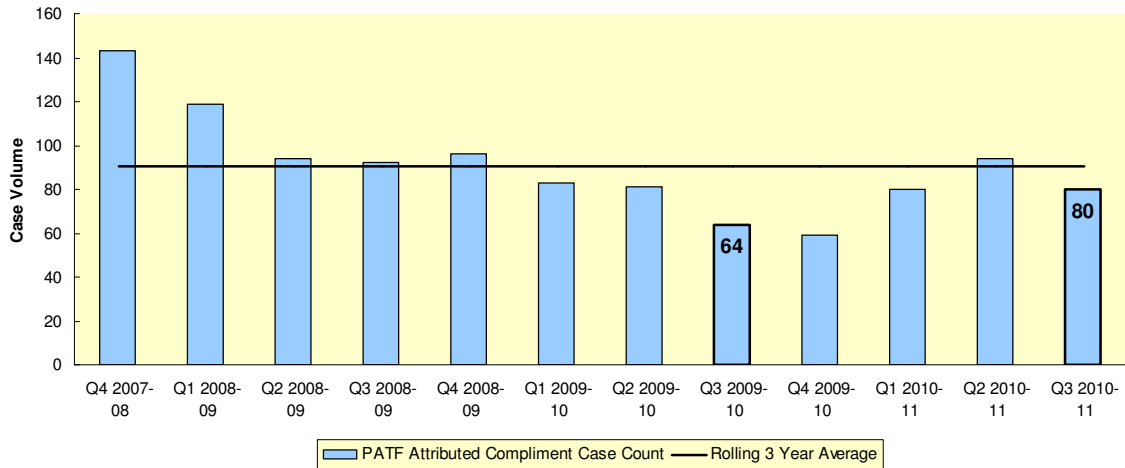


Division	Q3 2009-10	Q3 2010-11	Variance
Passengers Division	141	120	-15%
Cargo Division	85	80	-6%
Trade & Compliance Division	13	16	23%
Total	239	216	-10%

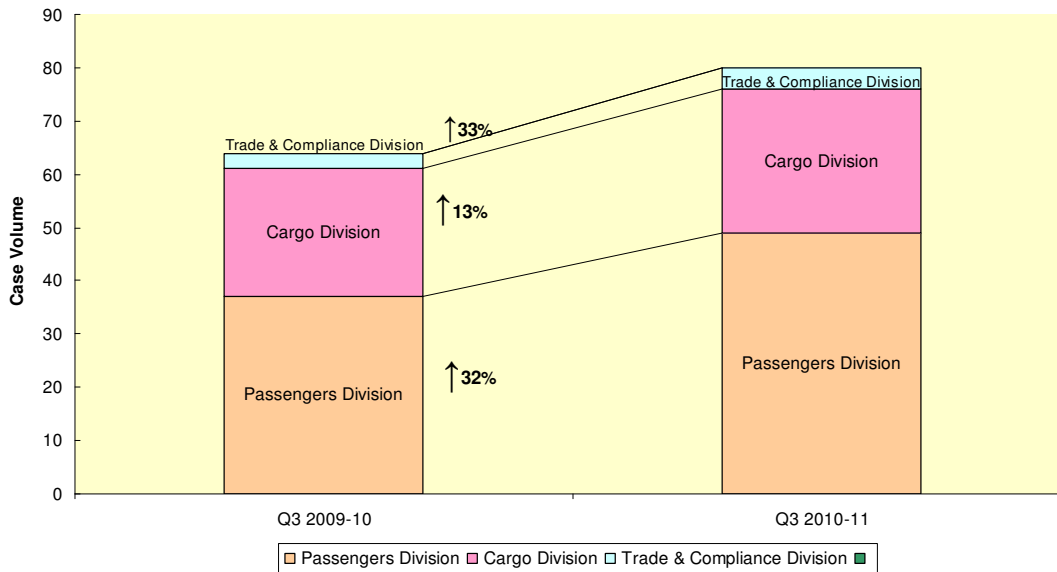
Compliments

There were 80 compliment cases logged and acknowledged during the quarter. This represents a **25%** increase over the same period last year (64 unique cases) but a **12%** decrease against the 3 year rolling average (90 unique cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation



Case Volume			
Division	Q3 2009-10	Q3 2010-11	Variance
Passengers Division	37	49	32%
Cargo Division	24	27	13%
Trade & Compliance Division	3	4	33%
Total	64	80	25%

Key Issues – (Symptoms)

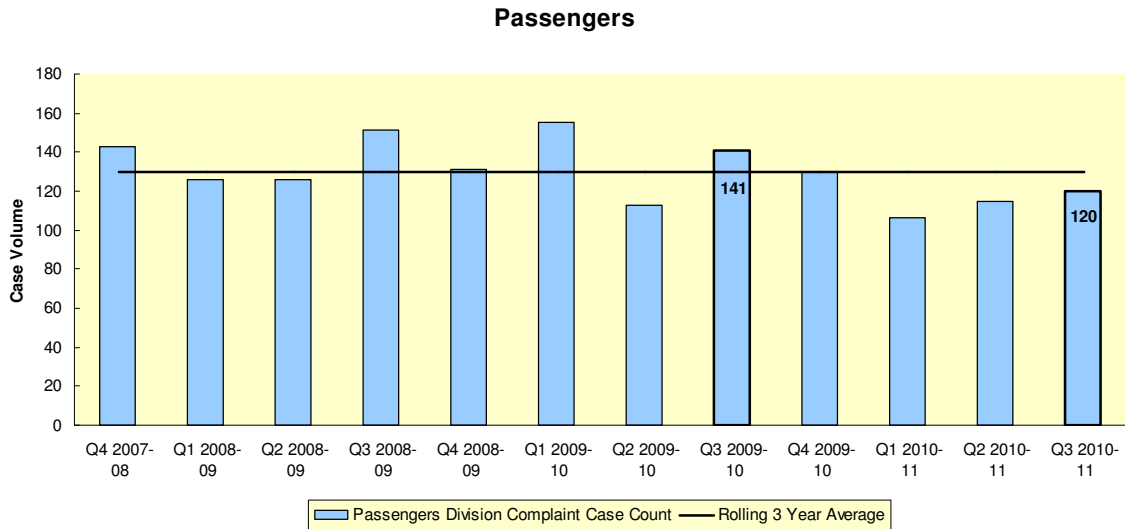
Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer was rude	38	33	-13%
Queue delay	3	12	300%
Didn't expect duty/tax	12	11	-8%
Hold not removed	27	10	-63%
Where is my postal article	7	9	29%

Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	23	28	22%
Appreciated assistance	14	20	43%
Officer/s was professional	9	12	33%
Officer/s was informative	1	7	600%
Officer/s was friendly	10	4	-60%

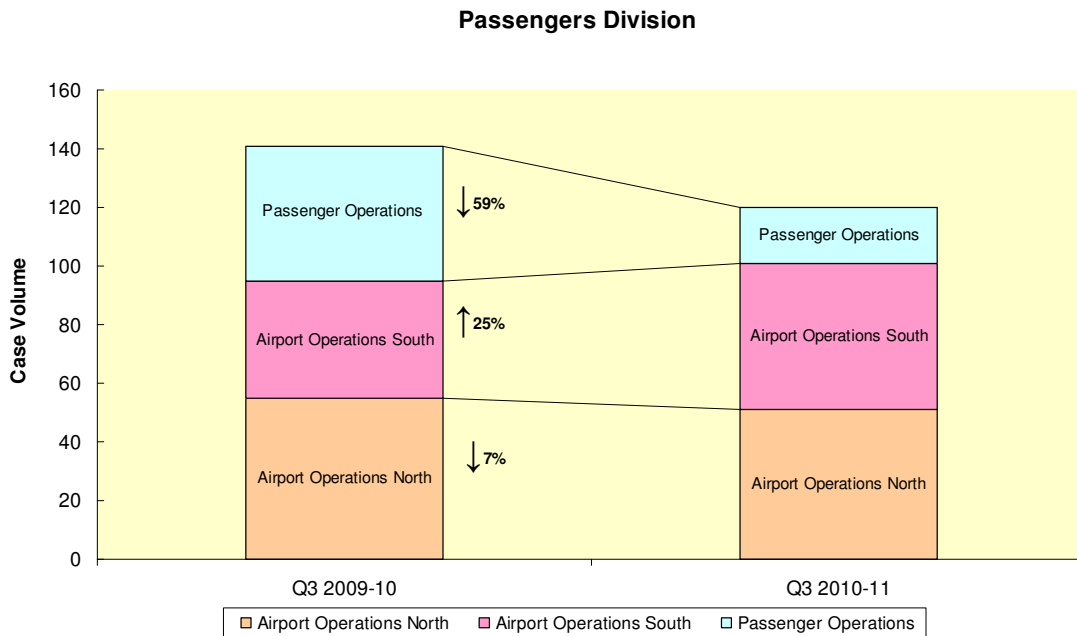
Passengers Division

Complaints

There were 120 complaint cases logged and investigated during the quarter. This represents a **15%** decrease over the same period last year (141 cases) and an **8%** decrease on the 3 year rolling average (130 cases).



The overall decrease in complaint cases for Passengers Division is comprised of an increase in Airport Operations South (**25%**) offset by decreases in Airport Operations North (**7%**) and Passenger Operations (**59%**).

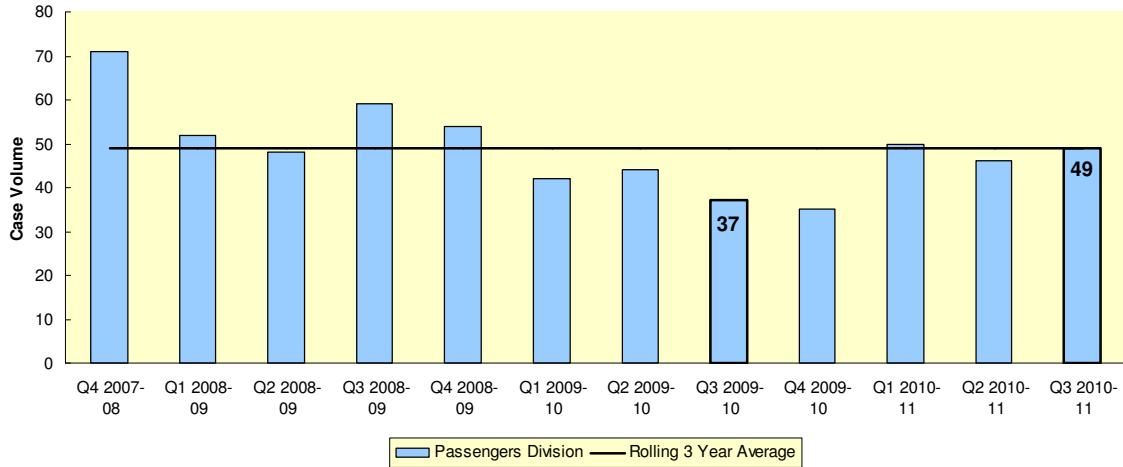


Case Volume			
Branch	Q3 2009-10	Q3 2010-11	Variance
Airport Operations North	55	51	-7%
Airport Operations South	40	50	25%
Passenger Operations	46	19	-59%
Total	141	120	-15%

Compliments

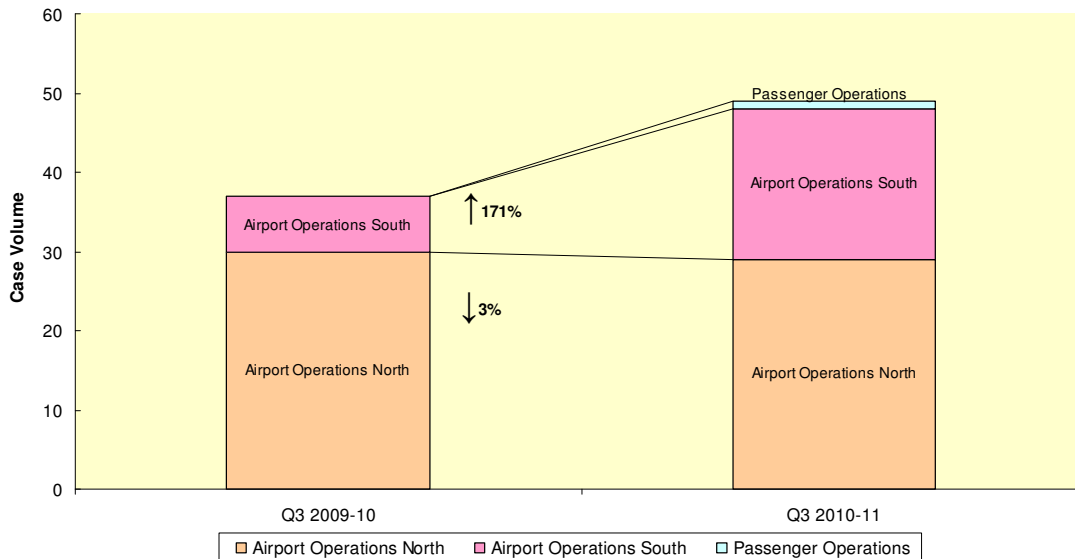
There were 49 compliment cases logged and acknowledged during the quarter. This represents a **32%** increase over the same period last year (37 cases) and is equal as the 3 year rolling average (49 cases).

Passengers



The increase in compliment cases for Passengers Division (**32%**) is comprised of a decrease in cases attributed to the Airport Operations North (**3%**) a small increase from 0 to 1 cases attributed to Passenger Operations, whilst Airport Operations South Branch experienced an increase in cases (**171%**).

Passengers Division



Case Volume			
Branch	Q3 2009-10	Q3 2010-11	Variance
Airport Operations North	30	29	-3%
Airport Operations South	7	19	171%
Passenger Operations	0	1	-
Total	37	49	32%

Statistics – Passengers Division²

Airport Complaints for Q3 2010-11				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	1	69,629	67,814	137,443
Airport Operations Sydney	33	1,623,573	1,487,659	94,280
Airport Operations Melbourne	40	906,735	803,601	42,758
Airport Operations Brisbane	13	549,982	493,767	80,288
Airport Operations Perth	8	466,464	405,216	108,960
Airport Operations Darwin	1	55,000	51,619	106,619
Airport Operations Gold Coast	3	109,192	100,492	69,895
Airport Operations Adelaide	2	77,199	67,174	72,187
Passenger Operations	19	0	0	0
Total	120	3,857,774	3,477,342	61,126

Key Issues (Symptoms) – Passengers Division

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer was rude	32	28	-13%
Queue delay	3	12	300%
Unhappy about 30 minute rule	3	7	133%
Claim rejected	6	5	-17%
Didn't expect duty/tax	6	5	-17%

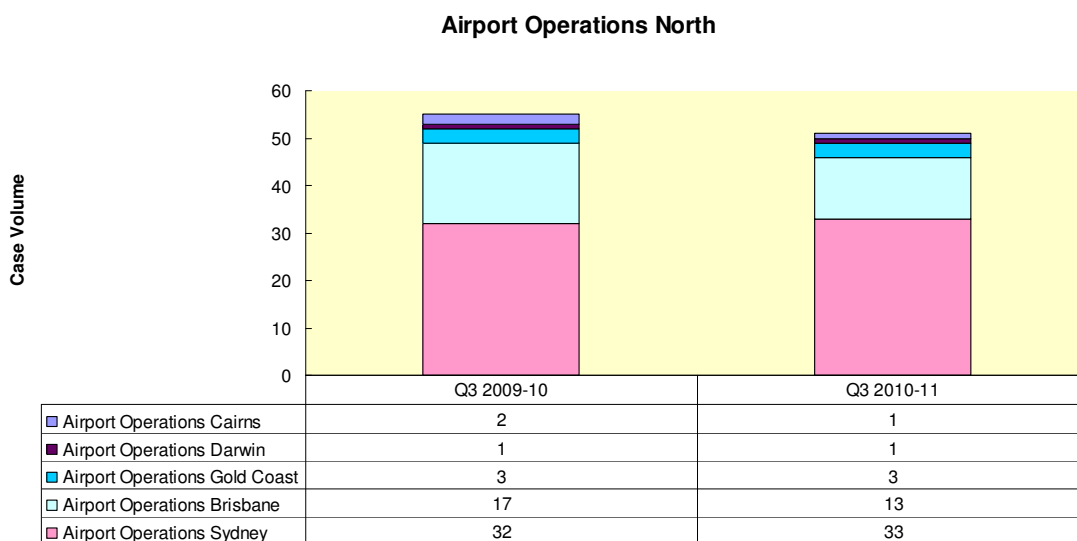
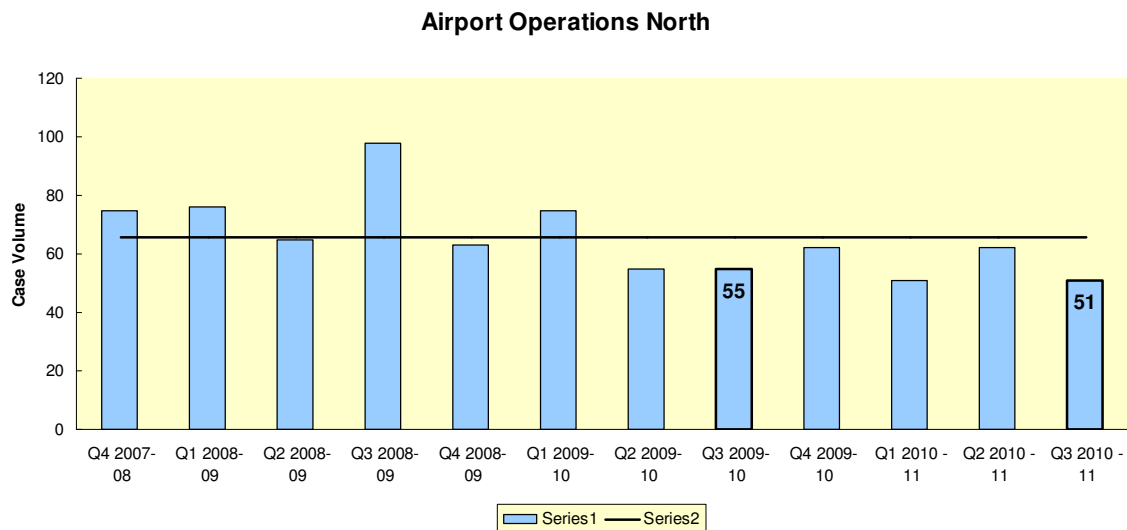
Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	10	15	50%
Appreciated assistance	10	14	40%
Officer/s was professional	3	6	100%
Officer/s was friendly	10	4	-60%
Appreciated facilitation	1	4	300%

² Passenger and crew data obtained via Sharepoint

Airport Operations North

Complaints

There were 51 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter were down **7%** against the same period last year (55 cases).



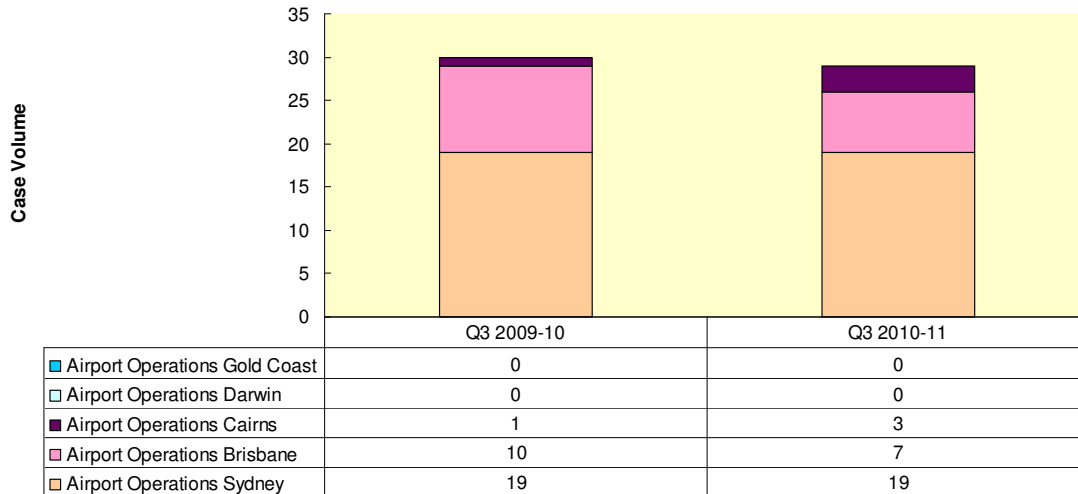
Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer was rude	19	16	-16%
Insufficient Staffing	0	4	-
Queue system	4	3	-25%
Queue delay	1	3	200%
Always searched	4	2	-50%

Compliments

There were 29 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **3%** against the same period last year (30 cases).

Airport Operations North



Key Issues (Symptoms)

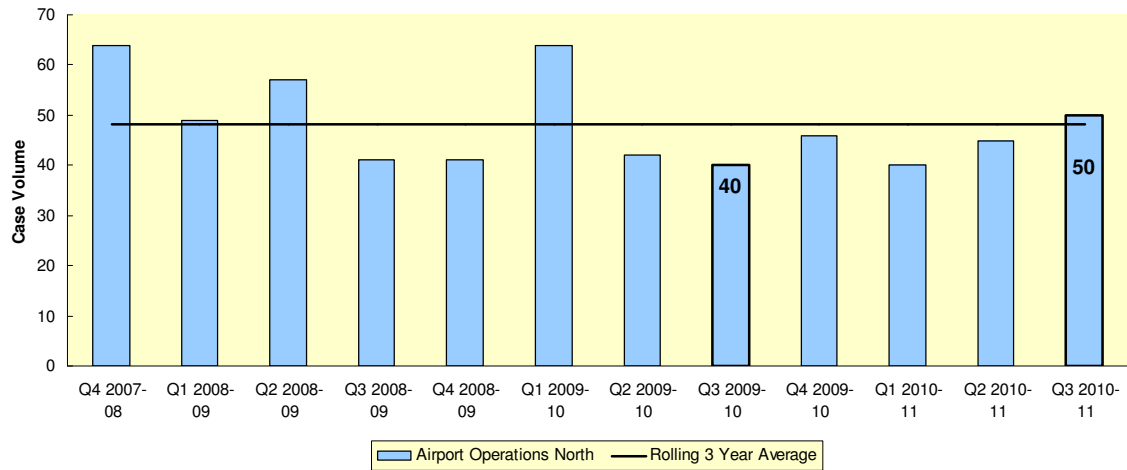
Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	8	12	50%
Appreciated assistance	7	9	29%
Officer/s was professional	3	4	33%
Process was efficient	1	2	100%
Officer/s was friendly	9	1	-89%

Airport Operations South

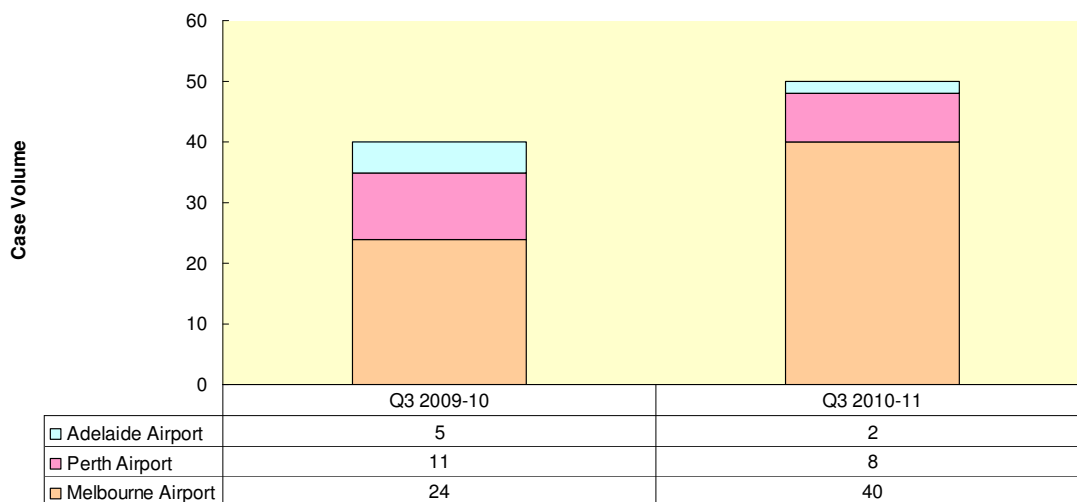
Complaints

There were 50 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are up **25%** on the same period last year (40 cases).

Airport Operations South



Airport Operations South



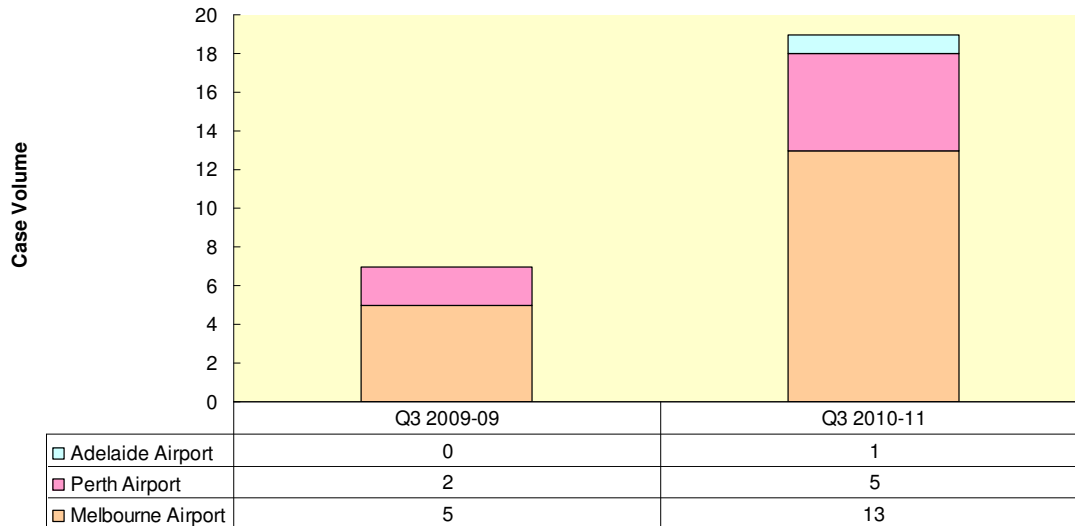
Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer was rude	13	11	-15%
Queue delay	1	9	800%
Unhappy about 30 minute rule	1	5	400%
Didn't expect duty/tax	3	4	33%
Misinformed by Customs	2	4	100%

Compliments

There were 19 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are up **171%** against the same period last year (7 cases).

Airport Operations South



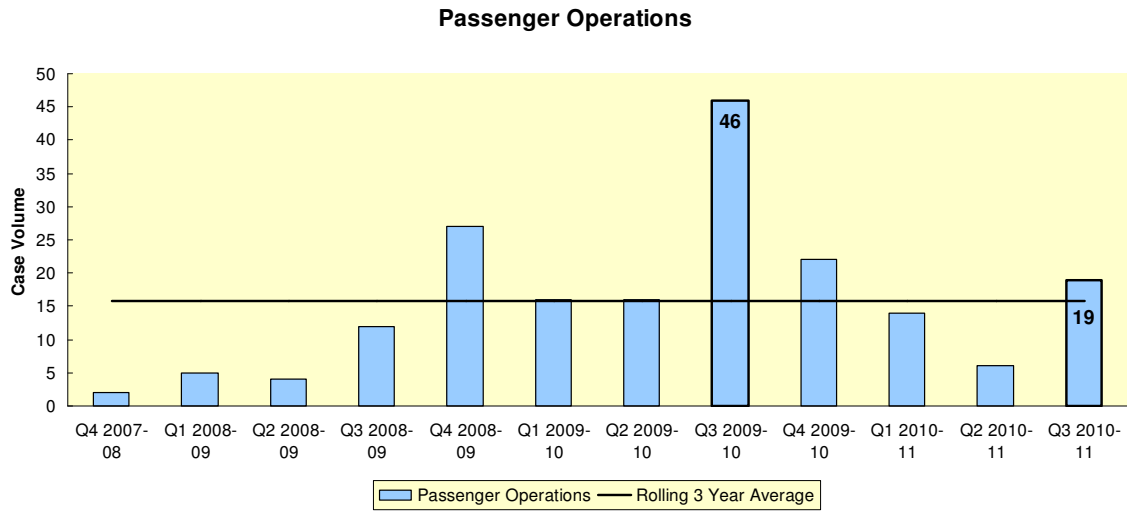
Key Issues (Symptoms)

Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Appreciated assistance	3	5	67%
Appreciated facilitation	1	4	300%
Officer/s was friendly	1	3	200%
Officer/s was helpful	2	2	0%
Officer/s was professional	0	2	-

Passenger Operations

Complaints

There were 19 complaint cases attributable to Passenger Operations during the quarter. The complaints were down **59%** against the same period last year (46 cases).



Compliments

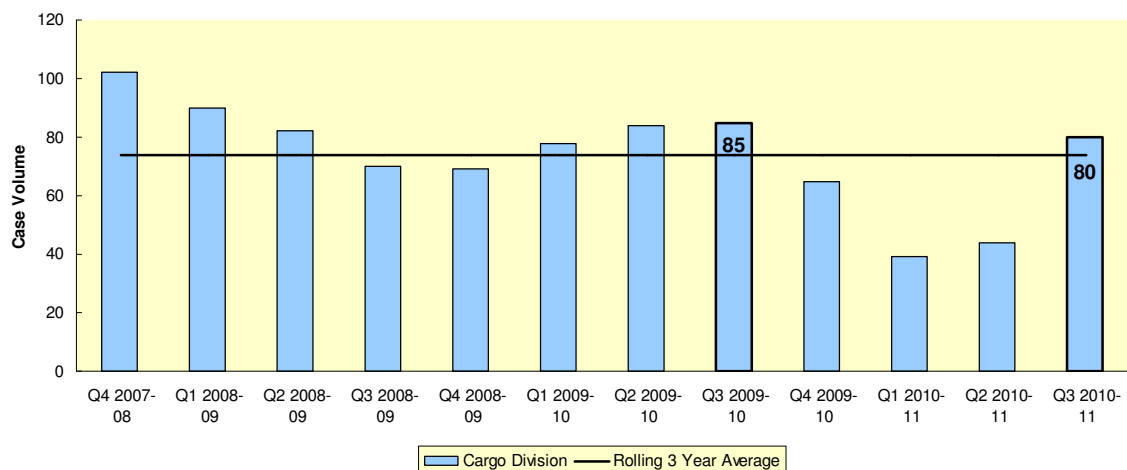
There was 1 compliment cases attributable to Passenger Operations during the quarter, compared to no compliments received in the same period last year.

Cargo Division

Complaints

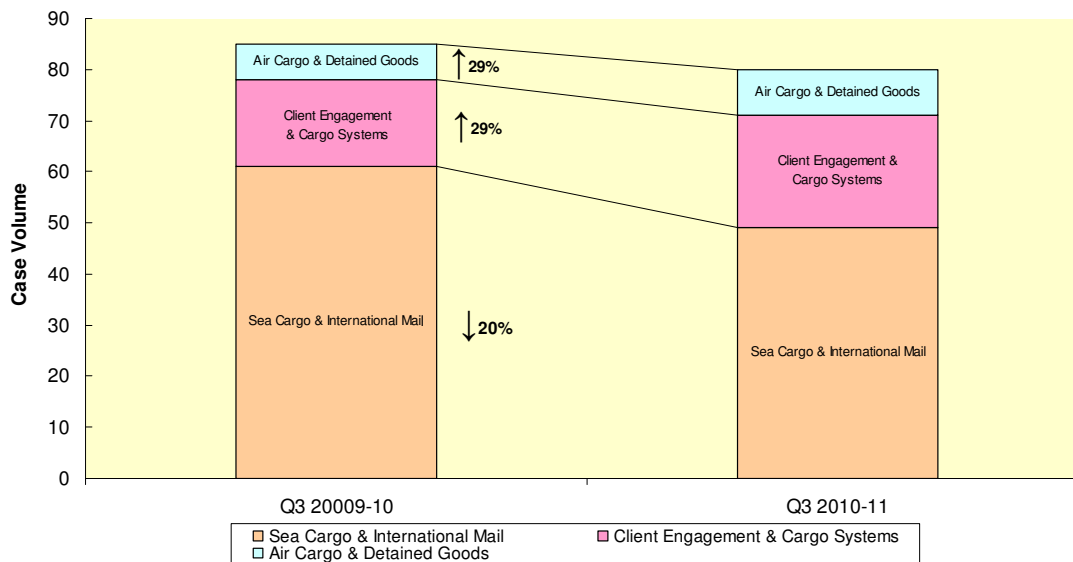
There were 80 complaint cases attributed to Cargo Division. This represents a **6%** decrease over the same period last year (85 cases) and an **8%** increase against the 3 year rolling average (74 cases).

Cargo Division



Sea Cargo and International Mail showed a decrease of **20%**, Client Engagement & Cargo Systems Branch had an increase of **29%** and Air Cargo and Detained goods showed an increase of **29%**.

Cargo Division

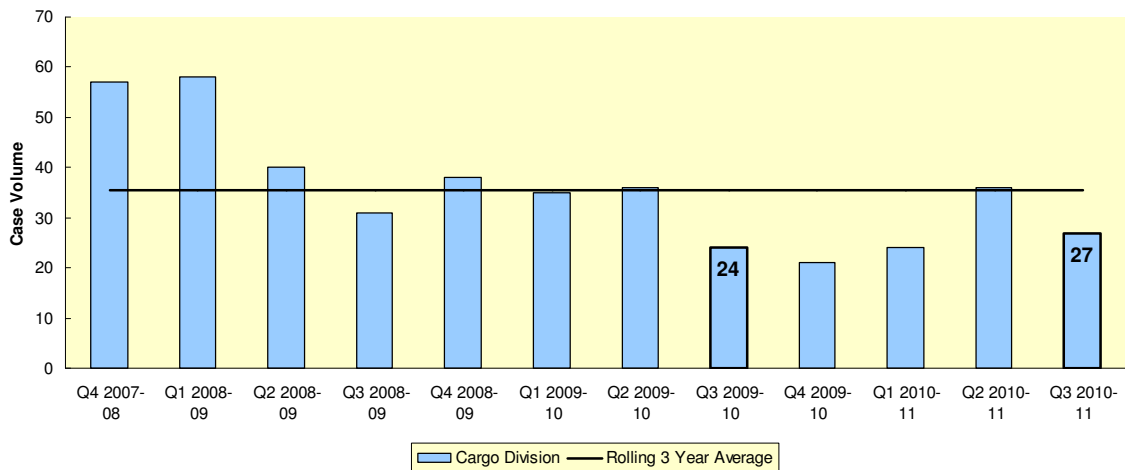


Case Volume			
Branch	Q3 2009-10	Q3 2010-11	Variance
Sea Cargo & International Mail	61	49	-20%
Client Engagement & Cargo Systems	17	22	29%
Air Cargo & Detained Goods	7	9	29%
Total	85	80	-6%

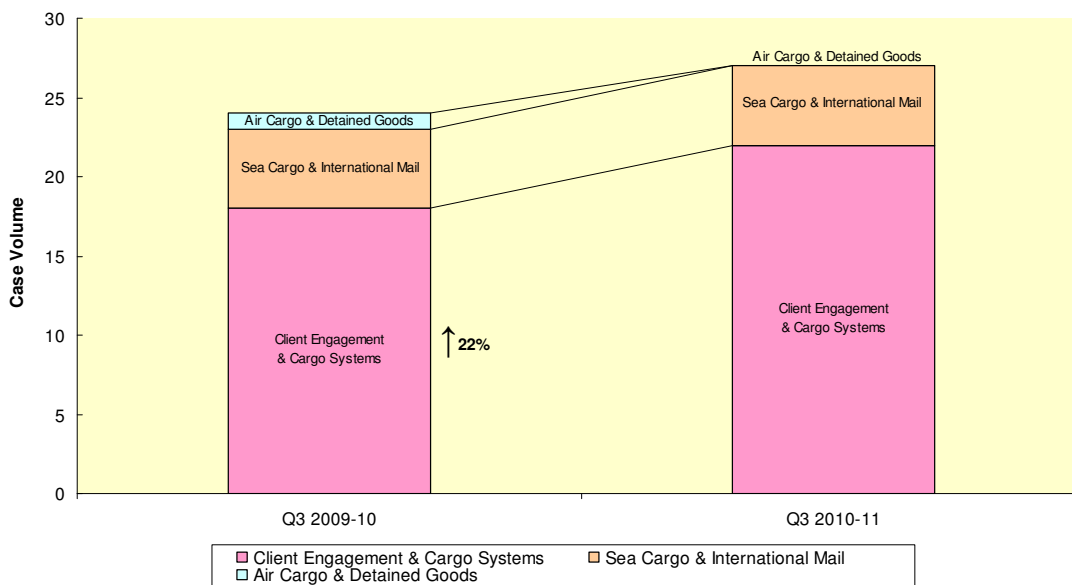
Compliments

There were 27 compliment cases logged and acknowledged during the quarter. This represents a **13%** increase from the same period last year (24 cases) and represents a **24%** decrease against the 3 year rolling average (36 cases).

Cargo Division



Cargo Division



Case Volume			
Branch	Q3 2009-10	Q3 2010-11	Variance
Client Engagement & Cargo Systems	18	22	22%
Sea Cargo & International Mail	5	5	0%
Air Cargo & Detained Goods	1	0	-
Total	24	27	13%

Statistics

Container Examination Facility Complaints³			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Sydney	4	6474	1,619
Adelaide	3	504	168
Melbourne	2	7623	3,812
Brisbane	1	4065	4,065
Fremantle	0	2495	0
Darwin	0	113	0
Launceston	0	91	0
Townsville	0	30	0
Newcastle	0	1	0
Total	10	21396	2,140

Customs and Border Protection Information and Support Centre (CI&SC) Complaints						
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
Jan	2	38,353	6,891	140	45,384	22,692
Feb	2	39,364	6,756	137	46,257	23,129
Mar	1	41,955	7,667	145	49,767	49,767
Total	5	119,672	21,314	422	141,408	28,282

Key Issues (Symptoms) – Cargo Division

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Where is my postal article	7	9	29%
Hold not removed	23	8	-65%
Goods were damaged	18	8	-56%
Goods were seized	2	8	300%
I got the runaround	1	7	600%

Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	13	10	-23%
Officer/s was professional	5	6	20%
Officer/s was informative	0	6	-
Appreciated assistance	3	5	67%
Officer/s was efficient	2	0	-

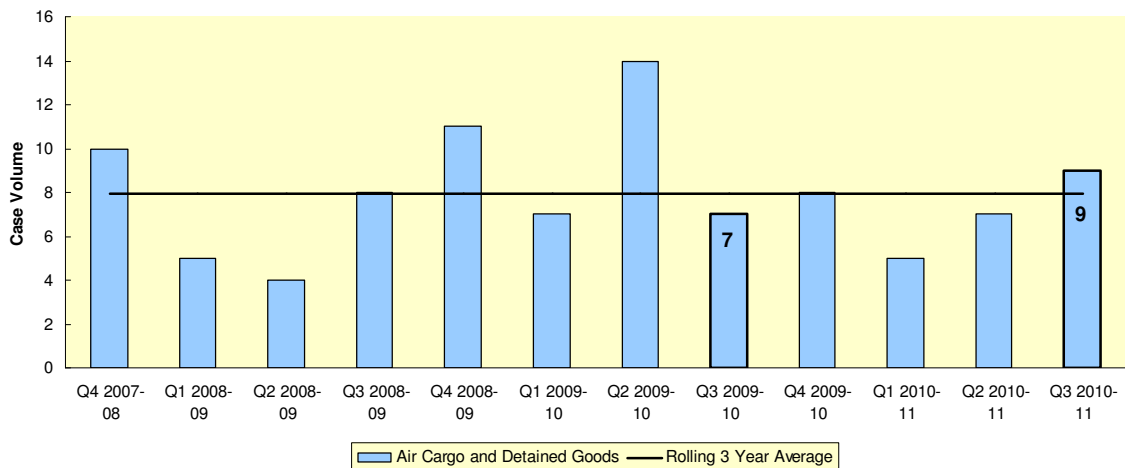
³ TEU figures supplied by Corporate Performance Reporting.

Air Cargo and Detained Goods Management

Complaints

There were 9 complaint cases attributable to Air Cargo and Detained Goods during the quarter. The complaints this quarter are up **29%** on the same period last year (7 cases) and up **13%** on the 3 year rolling average (8 cases).

Air Cargo and Detained Goods



Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Hold not removed	1	2	100%
Goods were damaged	4	1	-75%
Goods were seized	1	1	0%
Process took too long	0	1	-
Process not explained	0	1	-

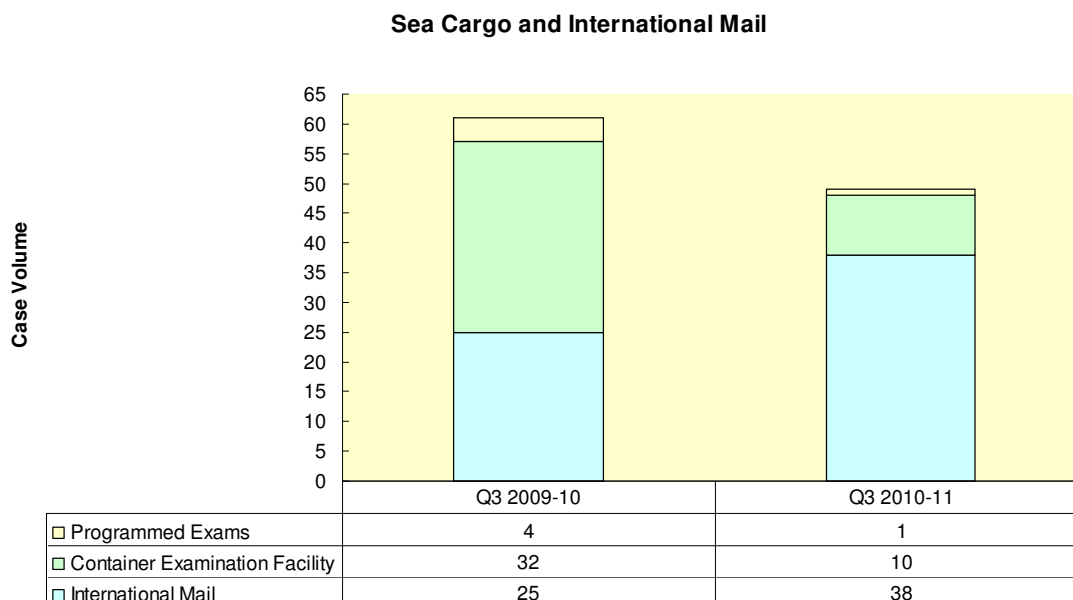
Compliments

There were 0 compliment cases attributable to Air Cargo & Detained Goods during this quarter. This is down from 1 on the same period last year.

Sea Cargo and International Mail

Complaints

There were 49 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are down **20%** on the same period last year (61 cases) and down **11%** on the 3 year rolling average (44 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Where is my postal article	7	8	14%
Goods were damaged	14	7	-50%
Goods were seized	1	7	600%
Hold not removed	20	6	-70%
Process took too long	1	4	300%

Compliments

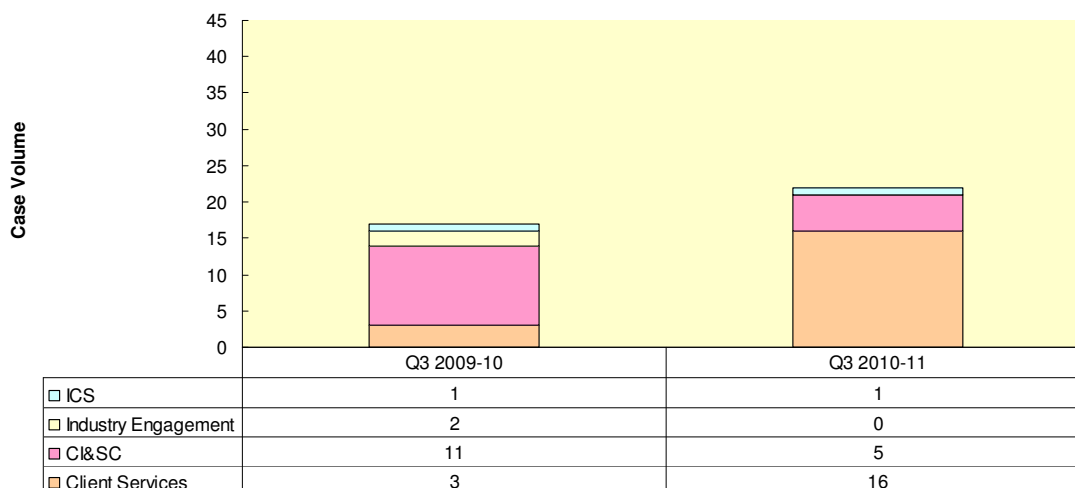
There were 5 compliment cases attributable to Sea Cargo and International Mail during the quarter, which equal to the same period last year. Compliments in the current period were all attributed to International Mail.

Client Engagement & Cargo Systems

Complaints

There were 22 complaint cases attributable to Client Engagement & Cargo Systems during the quarter. The complaints this quarter are up **29%** on the same period last year (17 cases) and are equal to the three year rolling average (22 cases).

Client Engagement & Cargo Systems



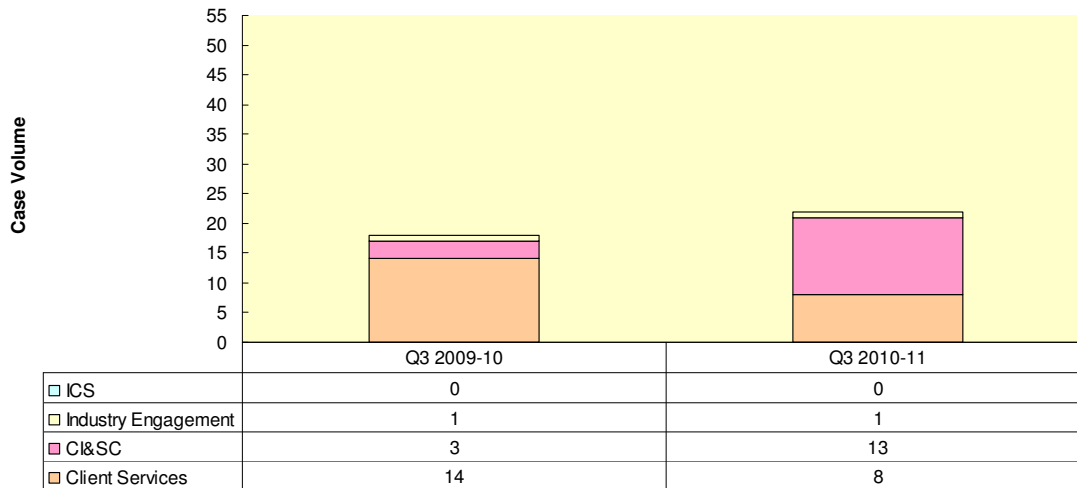
Key Issues Complaint (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
I got the runaround	0	5	0%
Process takes too long	0	3	0%
Officer was rude	6	2	-67%
Didn't expect duty/tax	0	2	0%
Documentation	0	2	0%

Compliments

There were 22 compliment cases attributable to Client Engagement and Cargo Systems during the quarter. The compliments this quarter have increased **22%** on the same period last year (18 cases).

Client Engagement & Cargo Systems



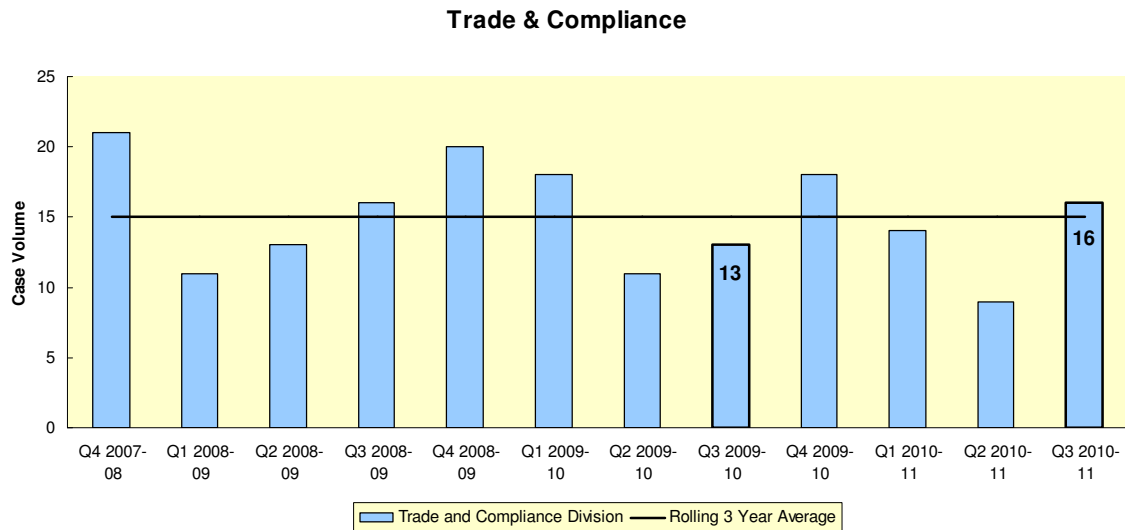
Key Issues (Symptoms)

Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	10	10	0%
Appreciated assistance	3	5	67%
Officer/s was informative	0	4	-
Officer/s was professional	4	2	-50%
Officer/s was efficient	1	0	-100%

Trade and Compliance Division

Complaints

There were 16 complaint cases logged and investigated during the quarter. This represents a **23%** increase over the same period last year (13 cases) and a **7%** increase on the 3 year rolling average (15 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Documentation	1	3	200%
Hold not removed	4	2	-50%
I'm Not Happy with the Policy	2	2	0%
Process takes too long	0	2	-
Didn't expect duty/tax	3	1	-67%

Compliments

There were 4 compliments cases logged and acknowledged during the quarter, up from 3 (**33%**) during the same period last year.

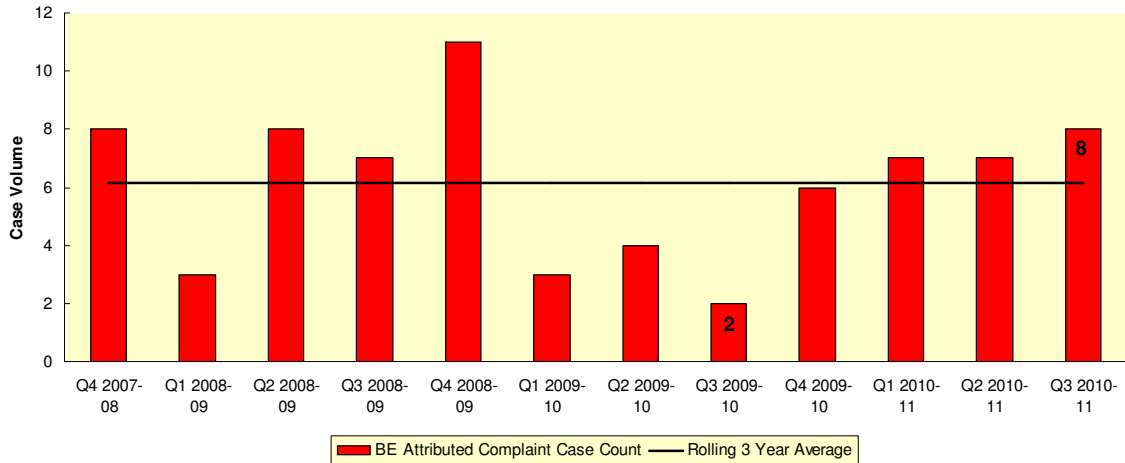
Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer/s was helpful	0	3	-
Appreciated assistance	1	1	0%
Officer/s was professional	1	0	-
System is working well	1	0	-

Border Enforcement⁴

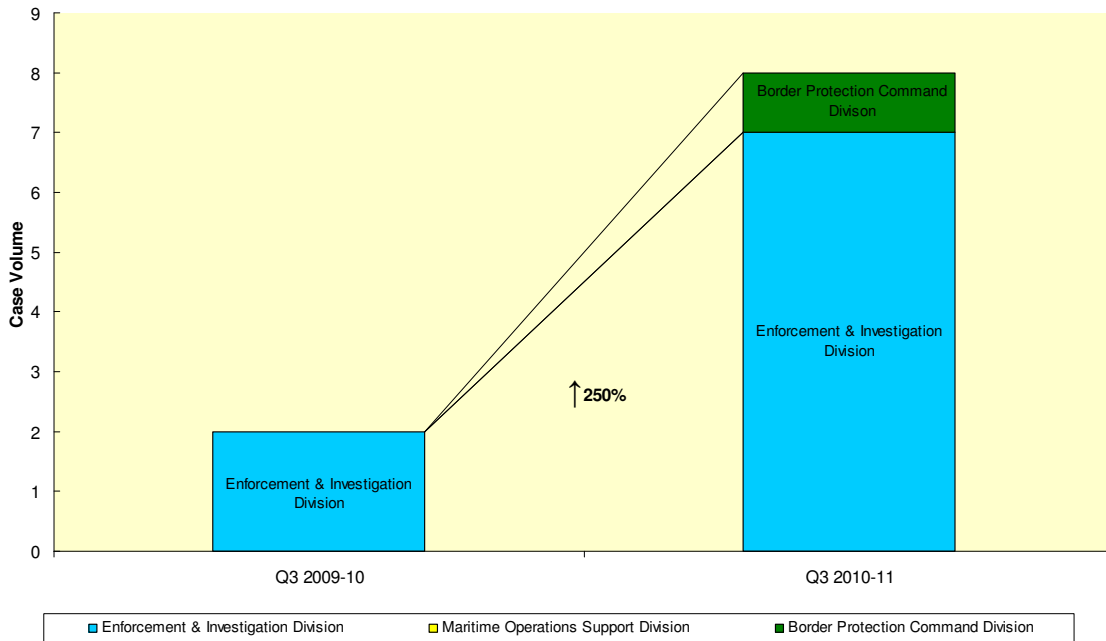
Complaints

There were 8 complaint cases logged and investigated during the quarter. This represents a **300%** increase over the same period last year (2 cases) and is **30%** higher than the 3 year rolling average (6 cases).

Border Enforcement



Border Enforcement



Case Volume			
Division	Q3 2009-10	Q3 2010-11	Variance
Enforcement & Investigation Division	2	7	250%
Maritime Operations Support Division	0	0	0%
Border Protection Command Division	0	1	-
Total	2	8	300%

⁴ Border Enforcement statistics no longer include Targeting Operations data. Targeting Operations data is now included in Corporate Operations statistics.

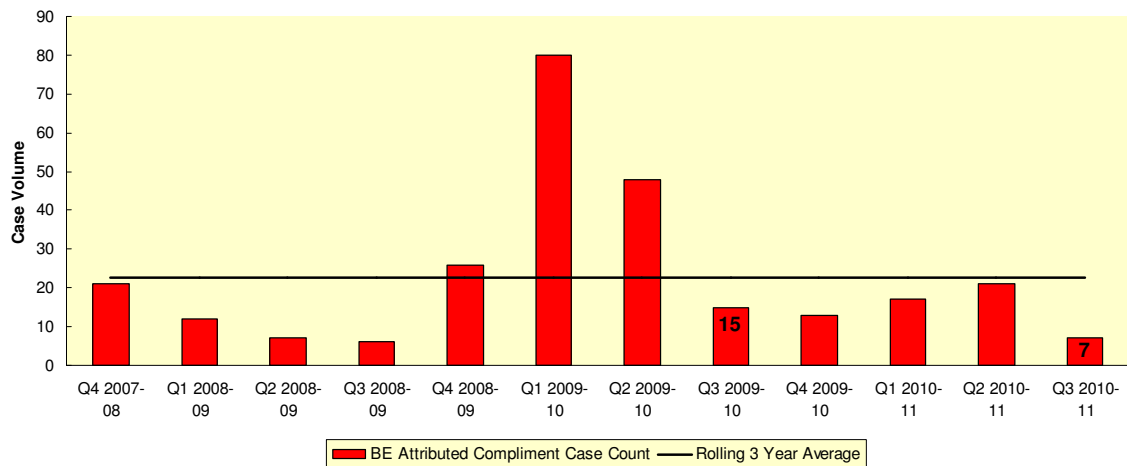
Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Officer was rude	0	3	-
Other	0	2	-
Unhappy with the policy	1	1	0%
I didn't like the questions	0	1	-
Claim not made	0	1	-

Compliments

There were 7 compliment cases logged and acknowledged during the quarter. This represents a **53%** decrease over the same period last year (15 cases) and a **69%** decrease against the 3 year rolling average (23 cases).

Border Enforcement



Case Volume			
Division	Q3 2009-10	Q3 2010-11	Variance
Maritime Operations Support Division	12	5	-58%
Enforcement & Investigation Division	3	2	-33%
Border Protection Command Division	0	0	0%
Total	15	7	-53%

Key Issues (Symptoms)

Compliment			
Issue	Q3 2009-10	Q3 2010-11	Variance
Appreciated assistance	2	4	100%
Officer/s was professional	8	1	-88%
Officer/s was helpful	2	1	-50%
Officer/s was friendly	0	1	-
Officer/s was efficient	2	0	-

Enforcement & Investigation Division

Complaints

There were 7 complaint cases logged and acknowledged during the quarter. This represents a **250%** increase on same period last year (2 cases) and is 40% higher than the 3 year rolling average (5 cases).

Compliments

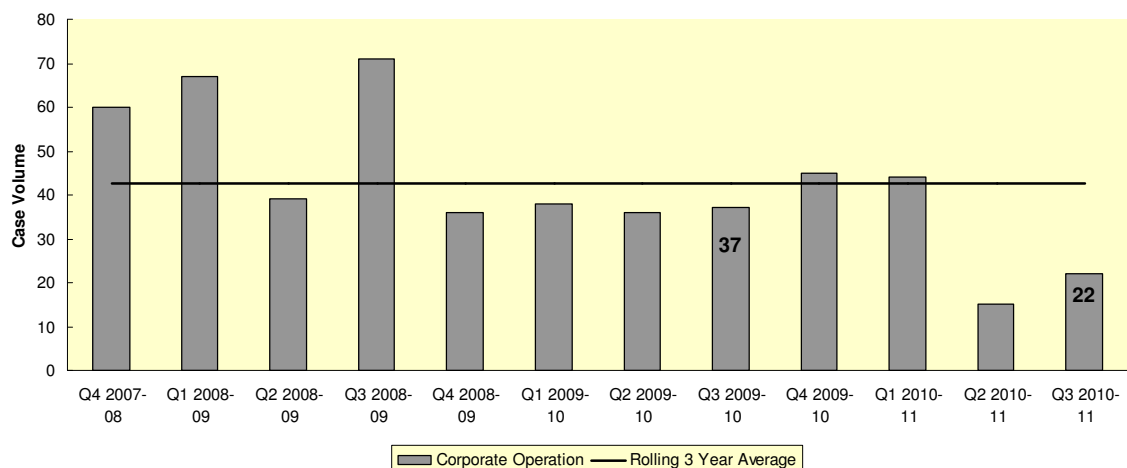
There were 2 compliment cases logged and acknowledged during the quarter, which is a **33%** decrease from the same period last year (3 case), and is **76%** lower than the 3 year rolling average (8 cases).

Corporate Operations⁵

Complaints

There were 22 complaint cases logged and investigated during the quarter. This represents a decrease of **41%** over the same period last year (37 cases) and a **48%** decrease against the 3 year rolling average (43 cases).

Corporate Operations



Case Volume			
Division	Q3 2009-10	Q3 2010-11	Variance
People & Place Division	9	5	-44%
Customs IT	0	0	-
Intel & Targeting	28	15	-46%
Integrity & Professional Standards	0	2	-
Financial Services Division	0	0	-
Total	37	22	-41%

Key Issues (Symptoms)

Complaint			
Issue	Q3 2010-11	Q3 2010-11	Variance
Always Held	13	7	-46%
Hold not removed	10	3	-70%
Not advised of application of border hold	3	2	-33%
Unhappy with selection	1	2	100%
Other	0	2	-

Compliments

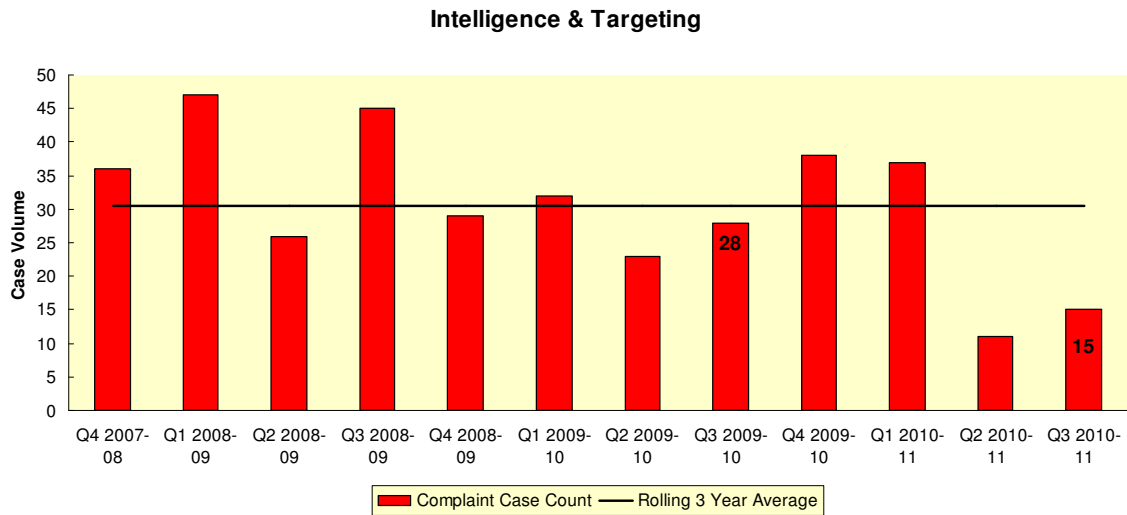
There was 2 compliment case logged and acknowledged during the quarter, which is equal to the same period last year (2 cases).

⁵ Data includes Targeting Operations statistics.

Intelligence & Targeting Division

Complaints

There were 15 complaint cases logged and investigated during the quarter. This represents a **46%** decrease over the same period last year (28 cases) and a **51%** decrease against the 3 year rolling average (31 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Hold not removed	9	5	-44%
Unhappy with selection	5	3	-40%
Always Held	8	2	-75%
Not advised of application of border hold	0	1	-
Other	1	0	-

Compliments

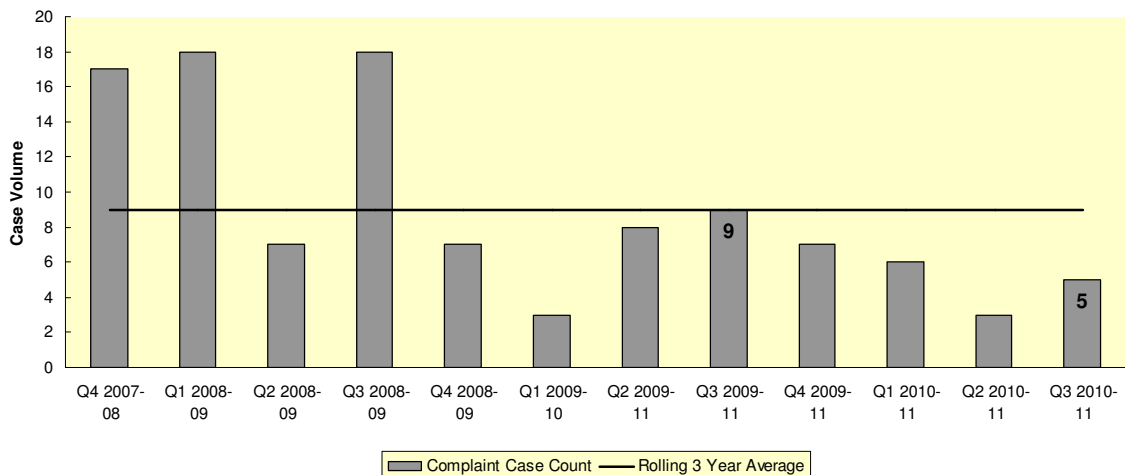
There were no compliment cases attributable to Intelligence & Targeting Division during the quarter, one less than the previous period last year.

People and Place Division

Complaints

There were 5 complaint cases logged and investigated during the quarter. This is a **44%** decrease from the same period last year (9 cases) and a **44%** decrease over the 3 year rolling average (9 cases).

People and Place



Key Issues (Symptoms)

Complaint			
Issue	Q3 2009-10	Q3 2010-11	Variance
Unhappy about process	5	1	-80%
'Border Security'	1	1	0%
Other	0	1	-
Documentation	0	1	-
Process took too long	0	1	-

Compliments

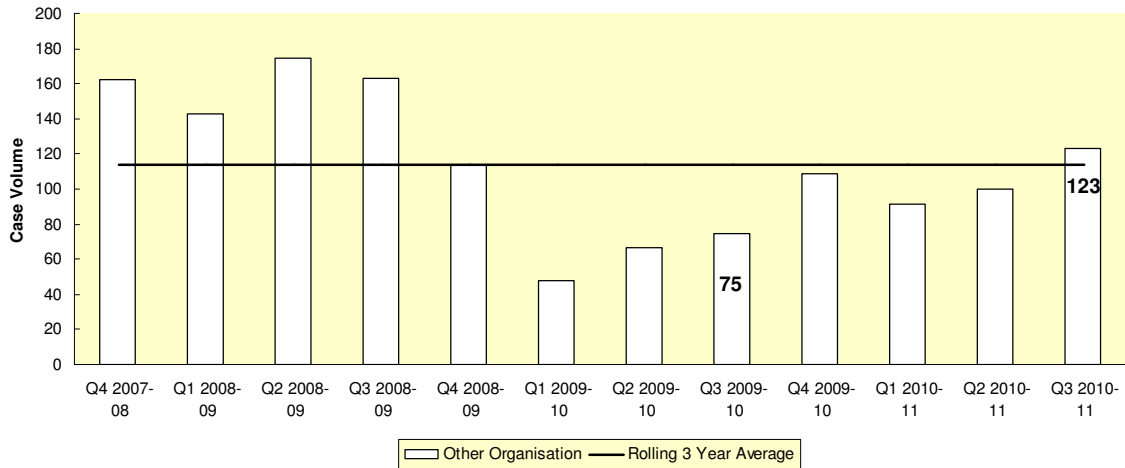
There were 2 compliment cases logged and acknowledged during the quarter up from 1 in the same period last year.

Not Attributed

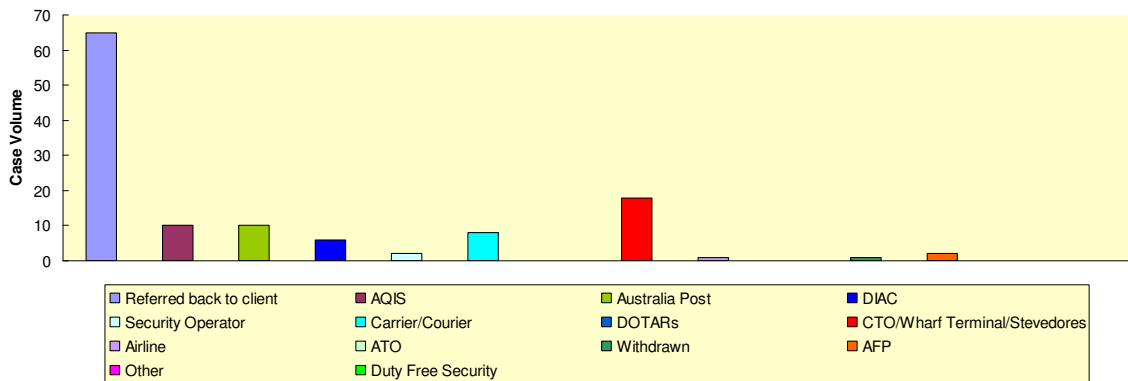
Complaints

There were 123 complaint cases logged, investigated and subsequently referred back to the client or on to other organisations during the quarter. This represents a **39%** increase over the same period last year (75 cases) and an **8%** increase against the 3 year rolling average (114 cases).

Other Organisation



Other Organisation



Compliments

There were no compliment cases logged, acknowledged and subsequently referred to another organisation during the quarter.

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 the Jan – March 2011 quarter the average and median response times were:

Complaints

Average **12.2** working days
Median **6** working days

Compliments

Average **1** working day
Median **1** working day

23% (85 cases) did not meet the 15 working day benchmark during the quarter.

How People Contact Us

Clients can contact Customs and Border Protection with their comments by:

Phone: 1800 228 227

Fax: (03) 9244 8250

Email: 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 and Border Protection Officer

How People Contact Us			
Source	Q3 2009-10	Q3 2010-11	Variation
Email	429	451	5%
Website feedback form	64	25	-61%
Letter	23	21	-9%
Brochure	38	32	-16%
1800 228 227	27	75	178%
Remote	9	1	-89%
Telephone	7	3	-57%
an external agency	4	7	75%
Fax	2	3	50%
Total	603	618	2%

Contact data includes all enquiries, information requests, suggestions, referrals, complaints and compliments.