



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

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**R E P O R T**

# **COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT**

July - September 2010

**CORPORATE CONNECT**

**MELBOURNE**

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## Contents

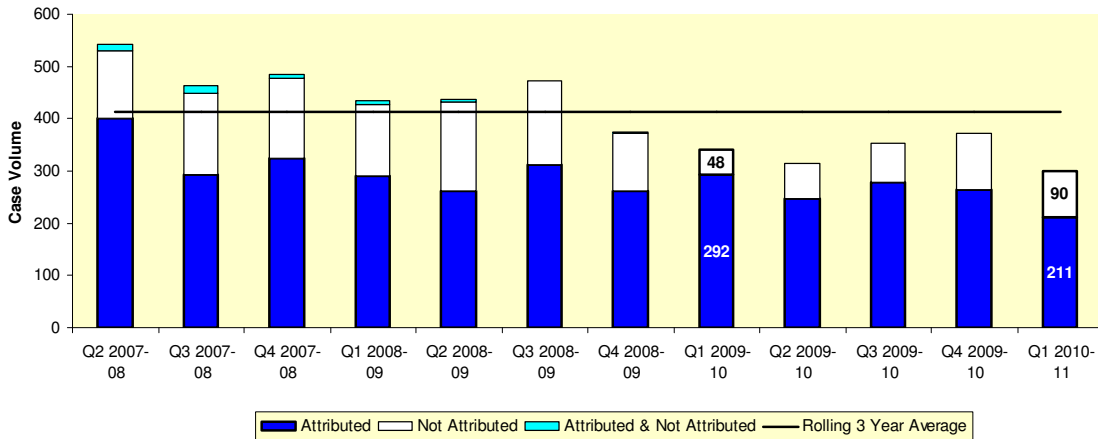
<b>Executive Summary .....</b>	<b>3</b>
All Complaints .....	3
All Compliments .....	4
Statistics.....	5
Key Issues (Symptoms).....	5
<b>Passenger &amp; Trade Facilitation.....</b>	<b>6</b>
Passengers Division .....	9
Cargo Division .....	17
Trade and Compliance Division.....	24
Border Enforcement .....	25
Enforcement & Investigation Division.....	27
Intelligence & Targeting Division .....	29
<b>Corporate Operations .....</b>	<b>28</b>
People and Place Division.....	30
<b>Not Attributed .....</b>	<b>31</b>
<b>Other Information .....</b>	<b>32</b>
Service Standards.....	32
How people contact us.....	32
Complaints and Compliments Management Unit Product Feedback Form .....	33

# EXECUTIVE SUMMARY

## All Complaints

There were 301 unique complaint cases logged and investigated during the quarter. This represents a **11%** decrease over the same period last year (340 unique cases) and a **26%** decrease against the 3 year rolling average (408 unique cases).

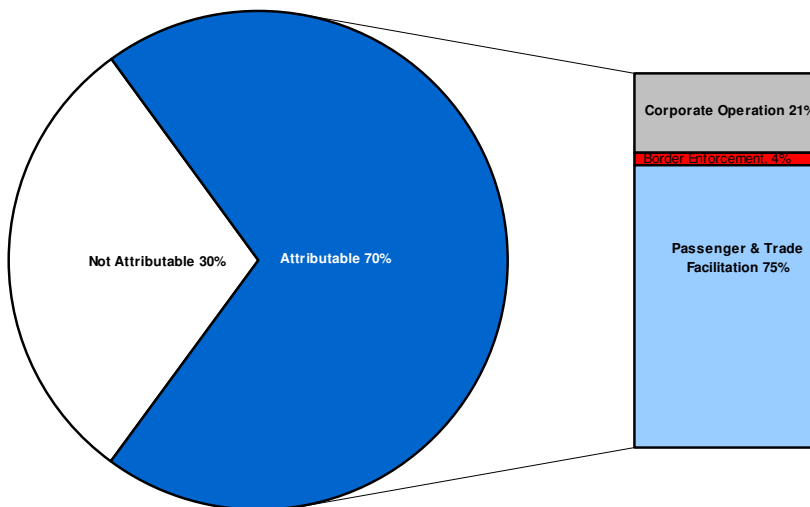
### Customs and Border Protection



Attributable complaint cases accounted for 211 of the 301 cases logged and investigated. This represents a **28%** decrease to the figure recorded for the same period last year (292 attributed cases) and represents a **27%** decrease over the rolling three year average (290 attributed cases).

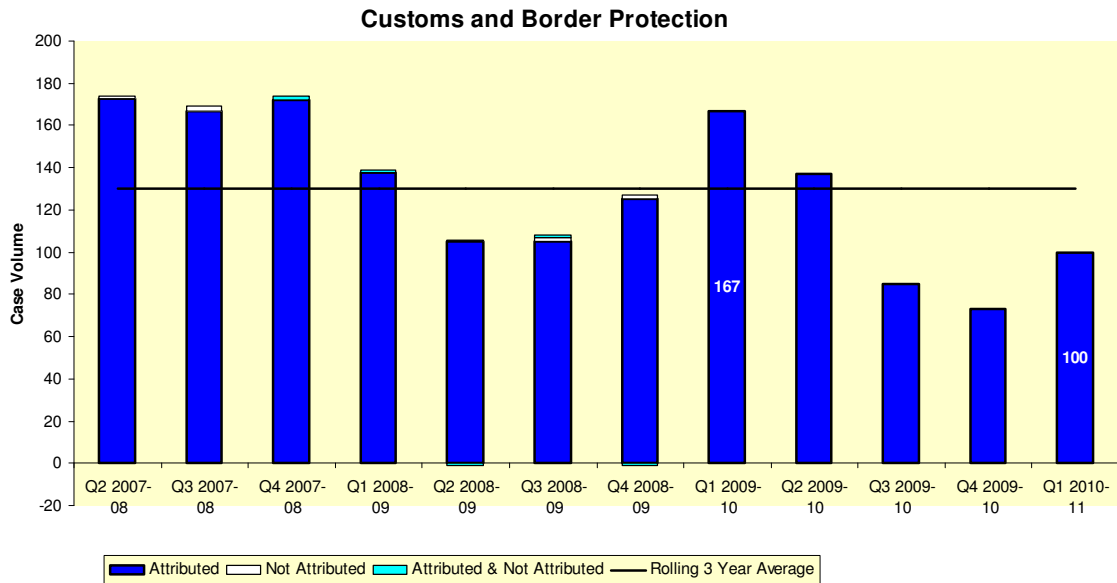
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

### Customs and Border Protection



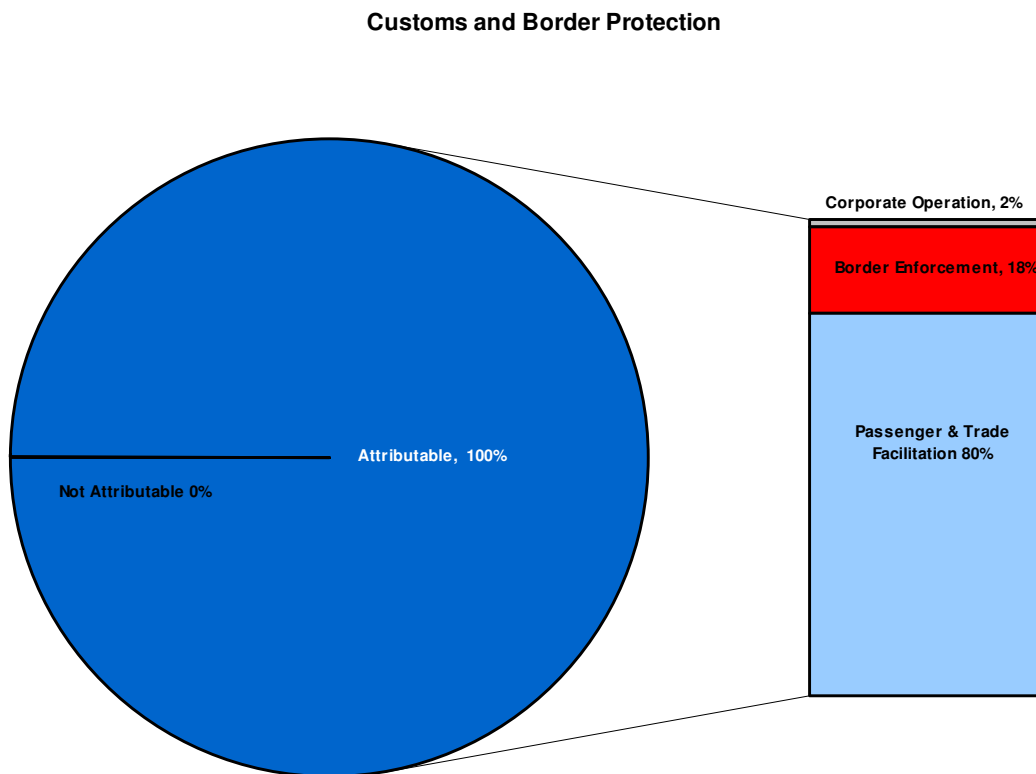
# All Compliments

There were 100 compliment cases logged and acknowledged during the quarter. This represents a **40%** decrease over the same period last year (167 unique cases) and a **23%** decrease against the 3 year rolling average (130 unique cases).



Attributable compliment cases account for all of the 100 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.



## Statistics<sup>1</sup>

Complaint Ratios		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment	2.11 : 1	<b>20%</b>
Complaints to Air Movements <sup>2</sup>	1 : 80560	<b>73%</b>
Complaints to TEU inspected <sup>3</sup> 1. ALL 2. CEF only <sup>4</sup>	1. TEU (ALL) 1: 2409 2. TEU (CEF Only) 1: 4817	1. <b>233%</b> 2. <b>440%</b>
Complaints to Postal Articles inspected <sup>5</sup>	1 : 3623039	<b>383%</b>
Complaints to Air Cargo Articles inspected <sup>6</sup>	1 : 130800	<b>82%</b>
Customs Information and Support Centre (CI&SC) complaints to contacts <sup>7</sup>	1 : 9956	<b>157%</b>

## Key Issues (Symptoms)

Complaint			
Issue	Q1 2009-10	Q1 2010-11	Variance
Hold not removed	24	31	<b>29%</b>
Officer was rude	33	21	<b>-36%</b>
Queue delay	6	12	<b>100%</b>
Always Held	17	11	<b>-35%</b>
I'm Not Happy with the Policy	3	11	<b>267%</b>

Compliment			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer/s was professional	38	31	<b>-18%</b>
Appreciated assistance	73	26	<b>-64%</b>
Officer/s was helpful	32	13	<b>-59%</b>
Appreciated facilitation	3	11	<b>267%</b>
Process was efficient	16	7	<b>-56%</b>

<sup>1</sup> All statistics based on Attributed cases only. Green numbers indicative of improvement in complaint figures ie – reduced number of complaints received. Red numbers indicative of a worsening in complaint figures i.e – increased number of complaints received.

<sup>2</sup> All air movements (Passenger & Crew) to all Attributed complaint cases occurring at airports.

<sup>3</sup> All sea cargo related complaints (Cargo Division & Intelligence and Targeting Division) to total TEU inspected at Container Examination Facilities (CEFs) nationally are based on figures supplied by the Corporate Performance Reporting (CPR) area.<sup>4</sup> All CEF sea cargo related complaints to total TEU inspected at CEFs nationally figures are supplied by CPR.

<sup>5</sup> All international mail complaints to international mail inspections of postal articles figures are supplied by CPR.

<sup>6</sup> All air cargo complaints to air cargo inspections figures are supplied by CPR.

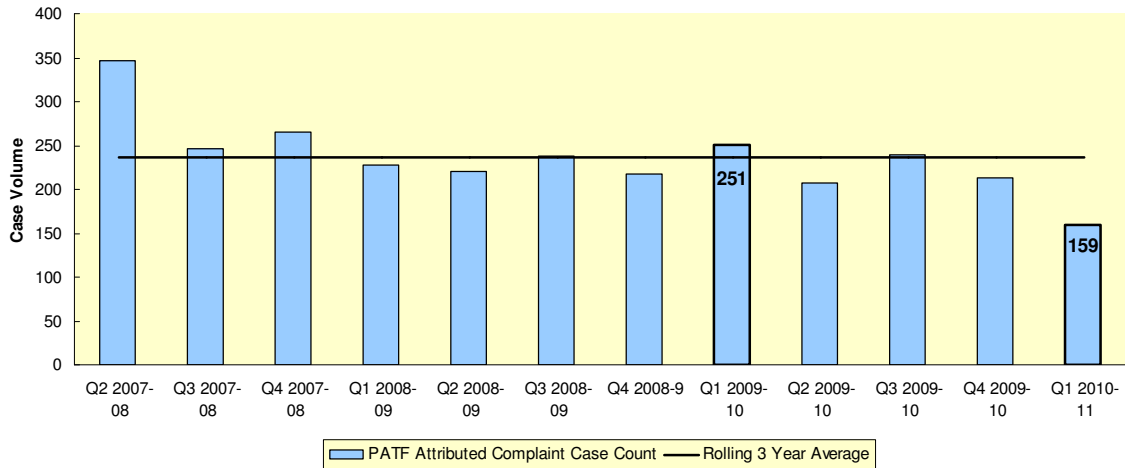
<sup>7</sup> All CI&SC related complaints to CI&SC contacts figures are supplied by CI&SC.

# Passenger & Trade Facilitation

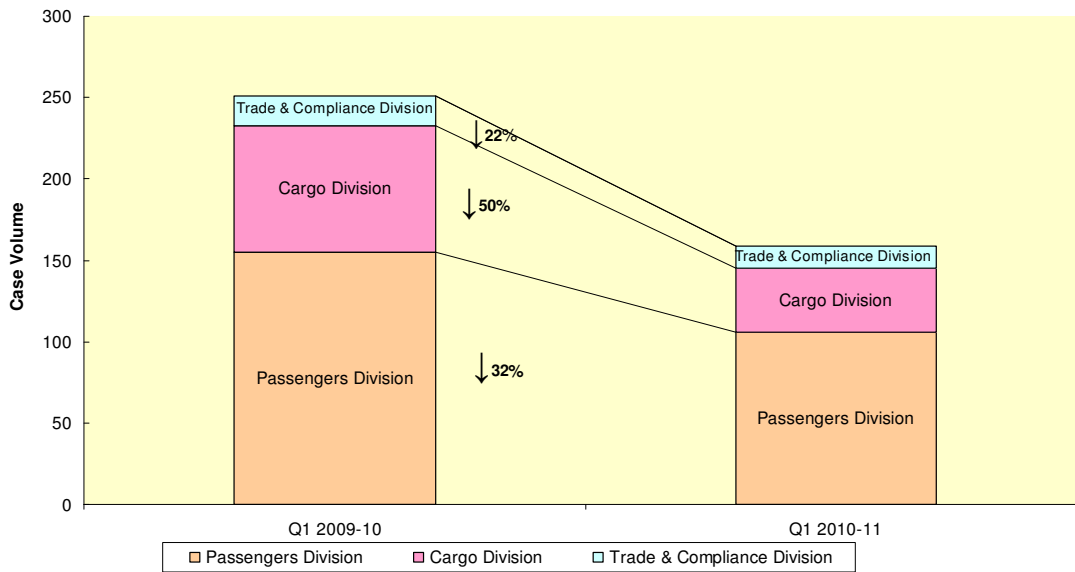
## Complaints

There were 159 complaint cases logged and investigated during the quarter. This represents a **37%** decrease over the same period last year (251 cases) and a **33%** decrease against the 3 year rolling average (236 cases).

**Passenger and Trade Facilitation**



**Passenger & Trade Facilitation**

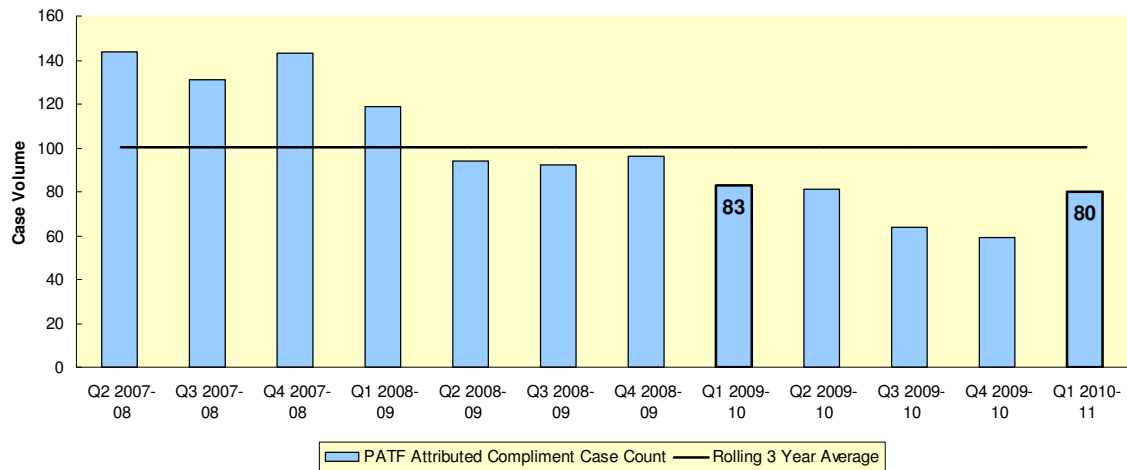


Division	Q1 2009-10	Q1 2010-11	Variance
Passengers Division	155	106	<b>-32%</b>
Cargo Division	78	39	<b>-50%</b>
Trade & Compliance Division	18	14	<b>-22%</b>
<b>Total</b>	<b>251</b>	<b>159</b>	<b>-37%</b>

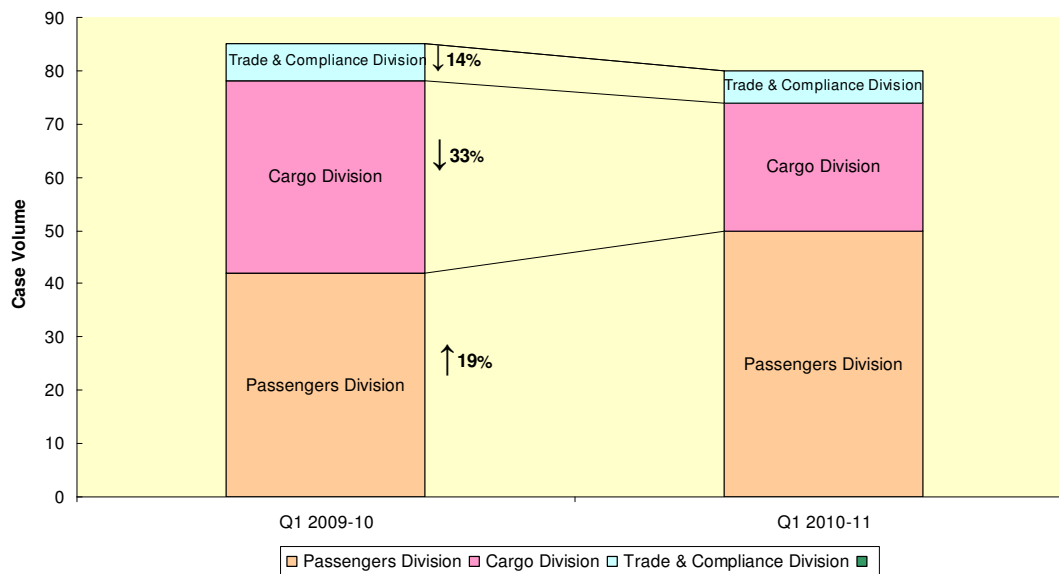
## Compliments

There were 80 compliment cases logged and acknowledged during the quarter. This represents a **4%** decrease over the same period last year (83 unique cases) and a **20%** decrease against the 3 year rolling average (101 unique cases).

### Passenger and Trade Facilitation



### Passenger & Trade Facilitation



Case Volume			
Division	Q1 2009-10	Q1 2010-11	Variance
Passengers Division	42	50	19%
Cargo Division	36	24	-33%
Trade & Compliance Division	7	6	-14%
<b>Total</b>	<b>85<sup>8</sup></b>	<b>80</b>	<b>-6%</b>

<sup>8</sup> Figure includes 2 compliments recorded against multiple work areas.

Key Issues – (Symptoms)

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer was rude	32	21	<b>-34%</b>
Queue delay	6	12	<b>100%</b>
I'm Not Happy with the Policy	3	11	<b>267%</b>
Didn't expect duty/tax	20	10	<b>-50%</b>
Hold not removed	18	9	<b>-50%</b>

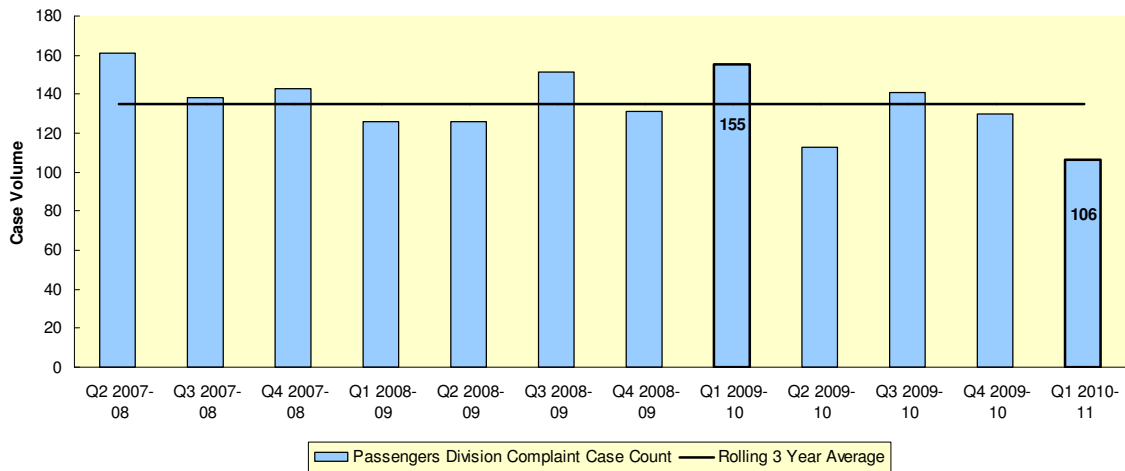
<b>Compliment</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer/s was professional	9	25	<b>178%</b>
Appreciated assistance	35	16	<b>-54%</b>
Officer/s was helpful	28	13	<b>-54%</b>
Appreciated facilitation	3	10	<b>233%</b>
Process was efficient	14	7	<b>-50%</b>

# Passengers Division

## Complaints

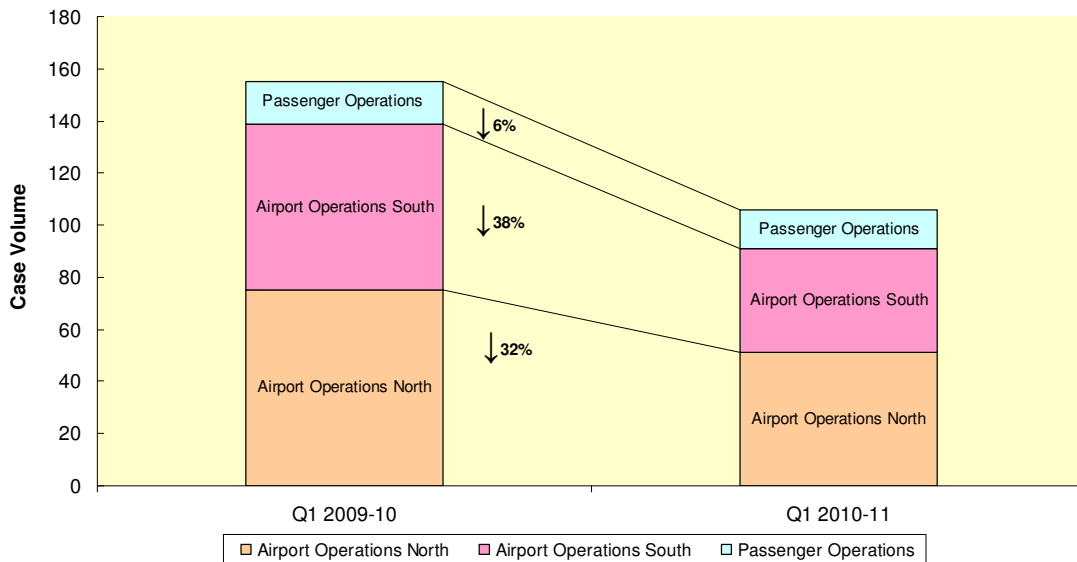
There were 106 complaint cases logged and investigated during the quarter. This represents a **32%** decrease over the same period last year (155 cases) and a **22%** decrease on the 3 year rolling average (135 cases).

### Passengers



The overall decrease in complaint cases for Passengers Division (**32%**) is comprised of decreases in Airport Operations North (**32%**), Airport Operations South (**38%**), and Passenger Operations (**6%**).

### Passengers Division

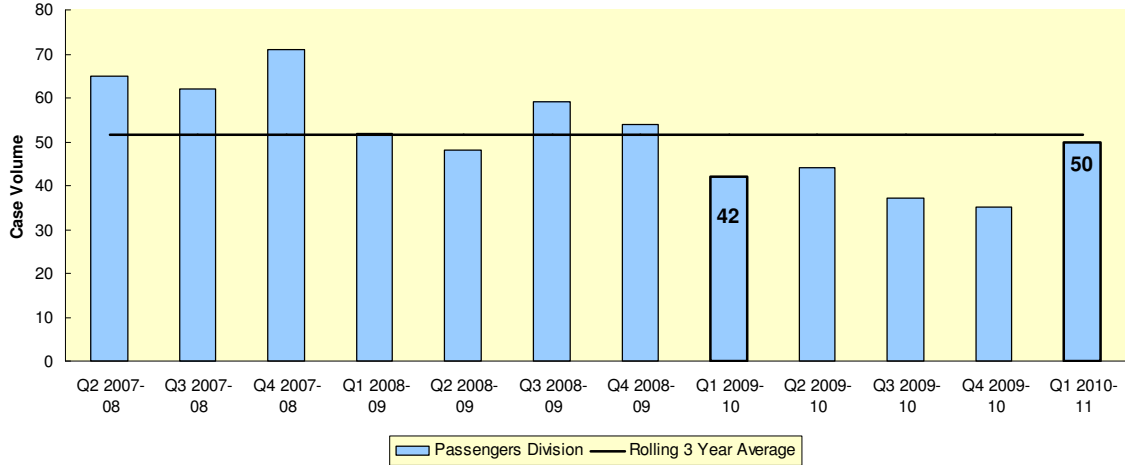


Case Volume			
Branch	Q1 2009-10	Q1 2010-11	Variance
Airport Operations North	75	51	-32%
Airport Operations South	64	40	-38%
Passenger Operations	16	15	-6%
<b>Total</b>	<b>155</b>	<b>106</b>	<b>-32%</b>

## Compliments

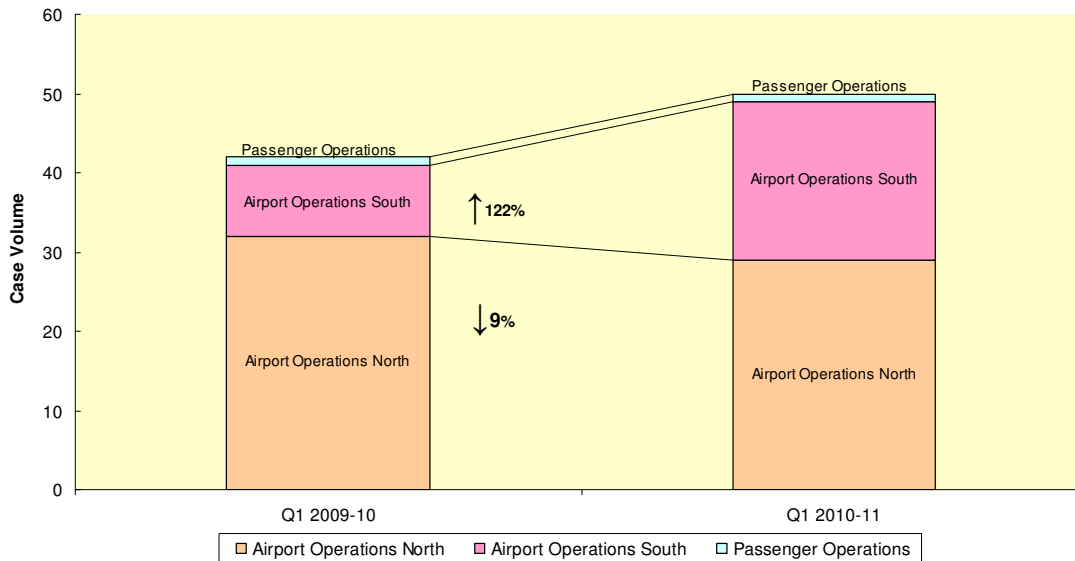
There were 50 compliment cases logged and acknowledged during the quarter. This represents a **19%** increase over the same period last year (42 cases) and a **3%** decrease on the 3 year rolling average (52 cases).

### Passengers



The increase in compliment cases for Passengers Division (**19%**) is comprised of an increase in cases attributed to the Airport Operations South Branch (**122%**) and a reduction in cases attributed to Airport Operations North Branch (**9%**). Passengers Operations compliment cases were unchanged.

### Passengers Division



Case Volume			
Branch	Q1 2009-10	Q1 2010-11	Variance
Airport Operations North	32	29	<b>-9%</b>
Airport Operations South	9	20	<b>122%</b>
Passenger Operations	1	1	<b>0%</b>
<b>Total</b>	<b>42</b>	<b>50</b>	<b>19%</b>

## Statistics – Passengers Division

<b>Airport Complaints for Q1 2010-11</b>				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	0	82,502	82,842	0
Airport Operations Sydney	40	1,542,354	1,493,461	75,895
Airport Operations Melbourne	25	819,117	780,437	63,982
Airport Operations Brisbane	11	605,727	593,438	109,015
Airport Operations Perth	12	440,052	417,321	71,448
Airport Operations Darwin	0	53,341	54,415	0
Airport Operations Gold Coast	0	102,095	103,296	0
Airport Operations Adelaide	3	76,029	71,176	49,068
Passenger Operations	15	0	0	0
<b>Total</b>	<b>106</b>	<b>3,721,217</b>	<b>3,596,386</b>	<b>69,034</b>

## Key Issues (Symptoms) – Passengers Division

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer was rude	24	17	<b>-29%</b>
Queue delay	6	12	<b>100%</b>
Claim rejected	20	8	<b>-60%</b>
Didn't expect duty/tax	11	8	<b>-27%</b>
Goods were withheld	0	7	-

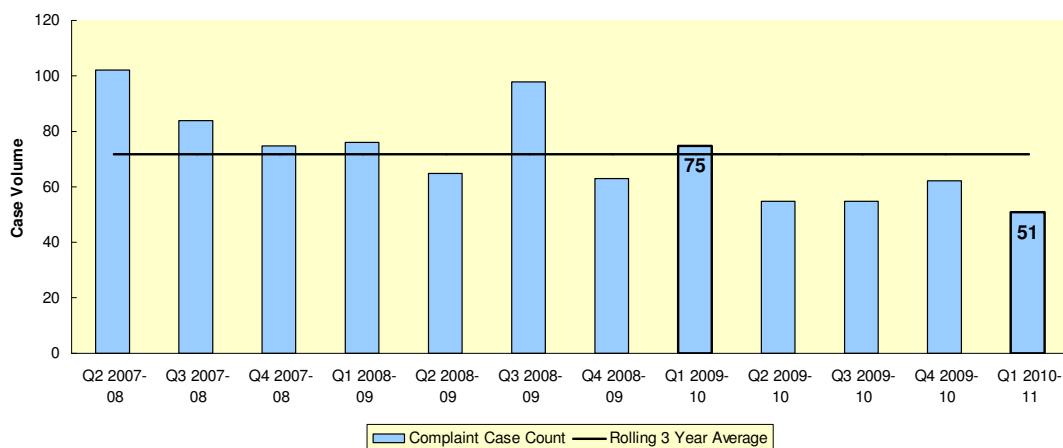
<b>Compliment</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Appreciated assistance	24	13	<b>-46%</b>
Officer/s was professional	1	11	<b>1000%</b>
Appreciated facilitation	3	10	<b>233%</b>
Officer/s was helpful	13	6	<b>-54%</b>
Process was efficient	7	6	<b>-14%</b>

## Airport Operations North

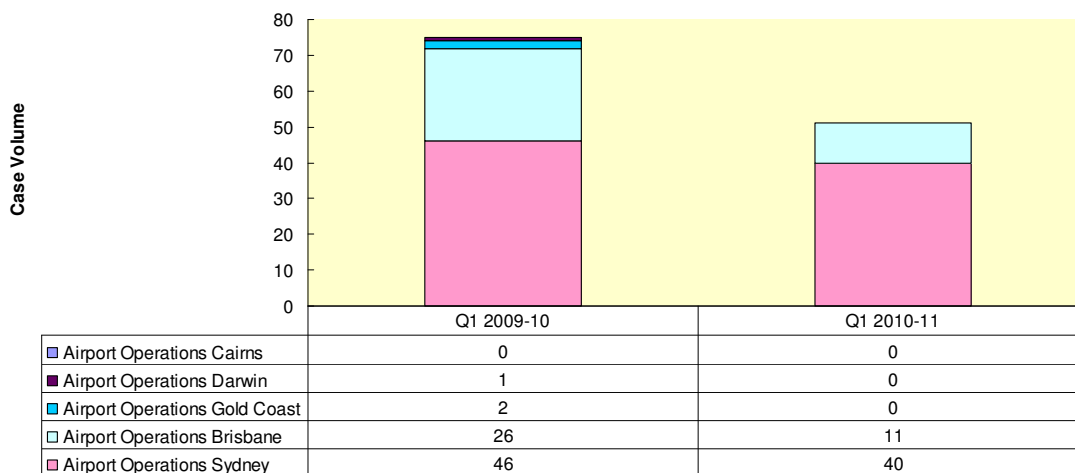
### Complaints

There were 51 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **32%** against the same period last year (75 cases).

Airport Operations North



Airport Operations North



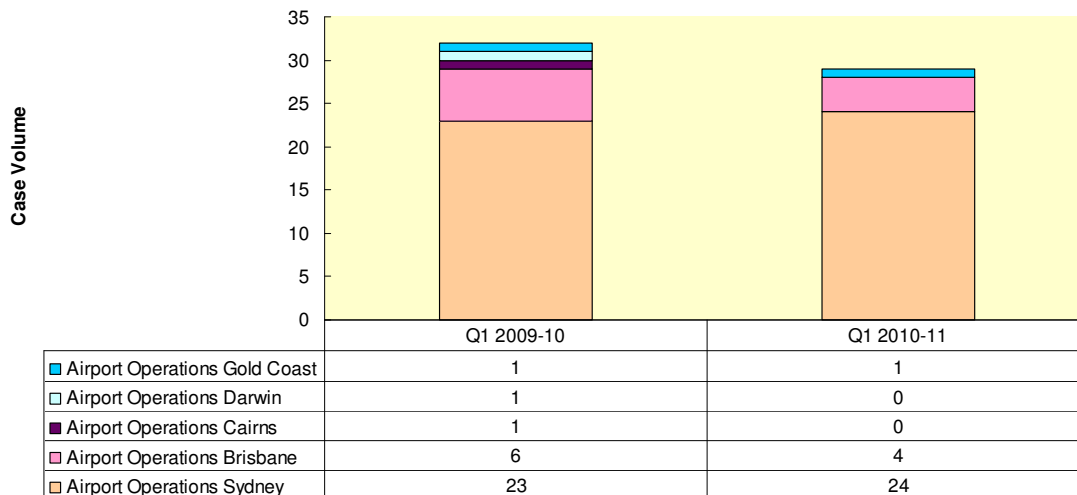
### Key Issues (Symptoms)

Complaint			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer was rude	12	9	-25%
Queue delay	2	6	200%
Goods were withheld	0	6	-
Claim rejected	9	5	-44%
Didn't expect duty/tax	5	4	-20%

## Compliments

There were 29 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **9%** against the same period last year (32 cases).

### Airport Operations North



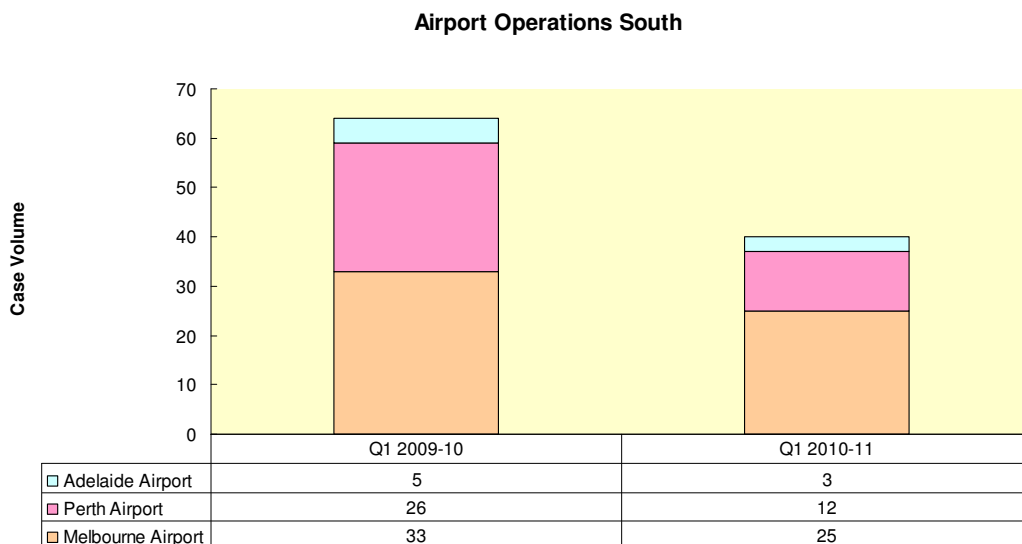
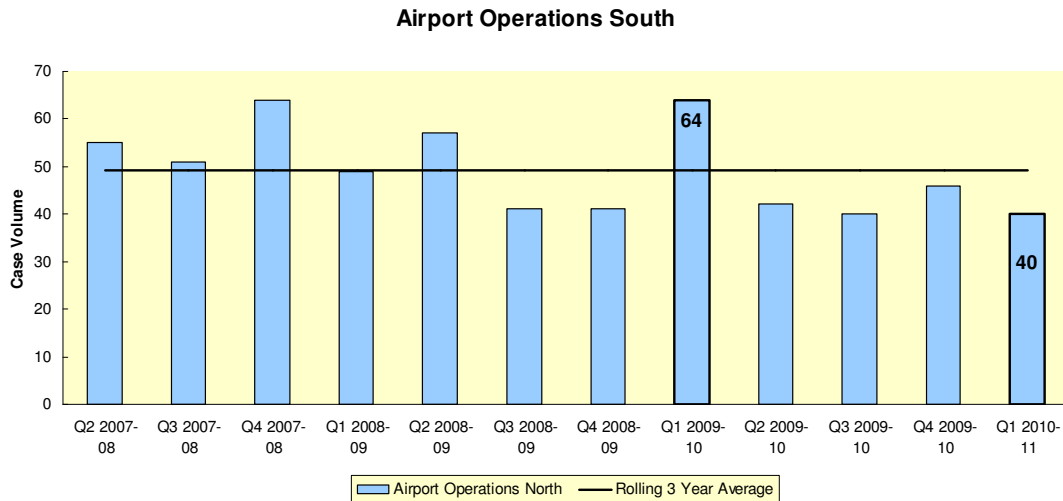
## Key Issues (Symptoms)

<b>Compliment</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Appreciated assistance	20	9	<b>-55%</b>
Officer/s was professional	1	5	<b>400%</b>
Appreciated facilitation	1	5	<b>400%</b>
Officer/s was helpful	10	4	<b>-60%</b>
Process was efficient	5	4	<b>-20%</b>

## Airport Operations South

### Complaints

There were 40 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are down **38%** on the same period last year (64 cases).



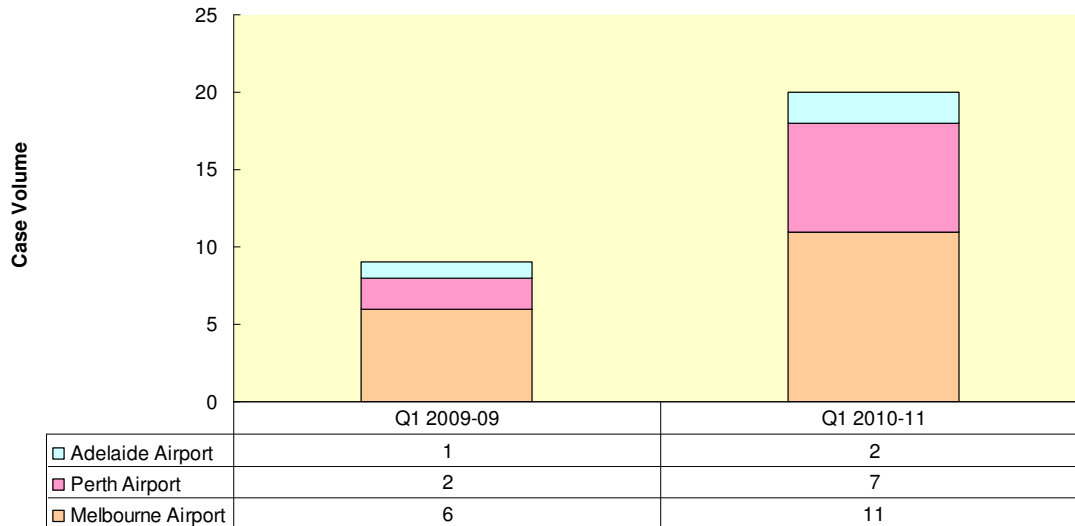
### Key Issues (Symptoms)

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer was rude	12	8	<b>-33%</b>
Queue delay	3	5	<b>67%</b>
Didn't expect duty/tax	6	4	<b>-33%</b>
Goods were seized	6	4	<b>-33%</b>
I didn't like the questions	5	3	<b>-40%</b>

## Compliments

There were 20 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are up **122%** against the same period last year (9 cases).

### Airport Operations South



## Key Issues (Symptoms)

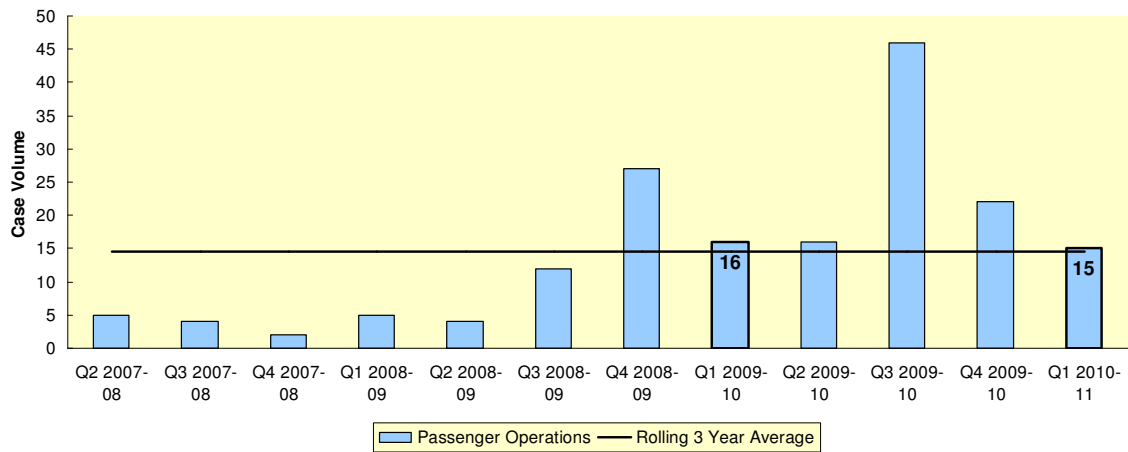
<b>Compliment</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer/s was professional	0	6	-
Appreciated facilitation	2	5	<b>150%</b>
Appreciated assistance	4	4	<b>0%</b>
Officer/s was helpful	3	2	<b>-33%</b>
Process was efficient	1	2	<b>100%</b>

## Passenger Operations

### Complaints

There were 15 complaint cases attributable to Passenger Operations during the quarter. The complaints were down **16%** against the same period last year (16 cases).

#### Passenger Operations



### Compliments

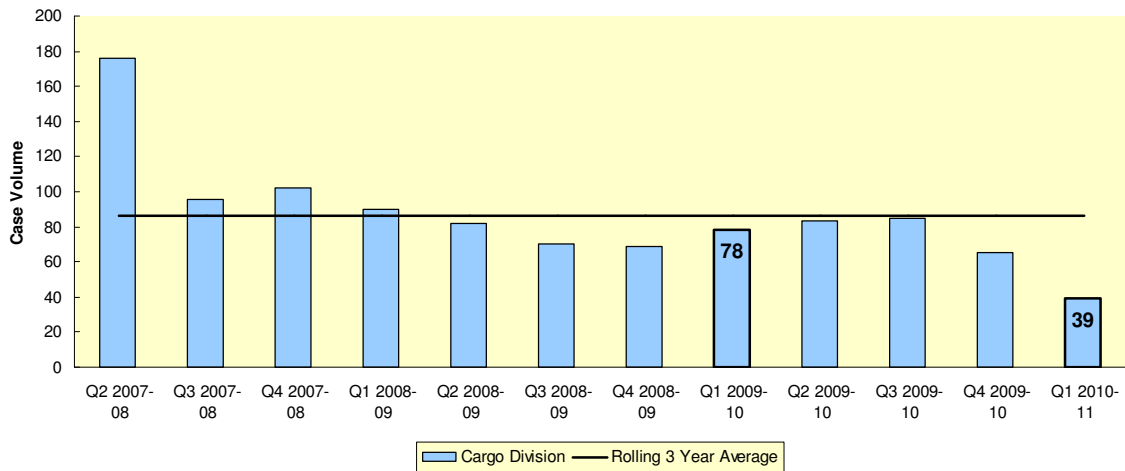
There was 1 compliment case attributable to Passenger Operations during the quarter, unchanged from the same period last year.

## Cargo Division

### Complaints

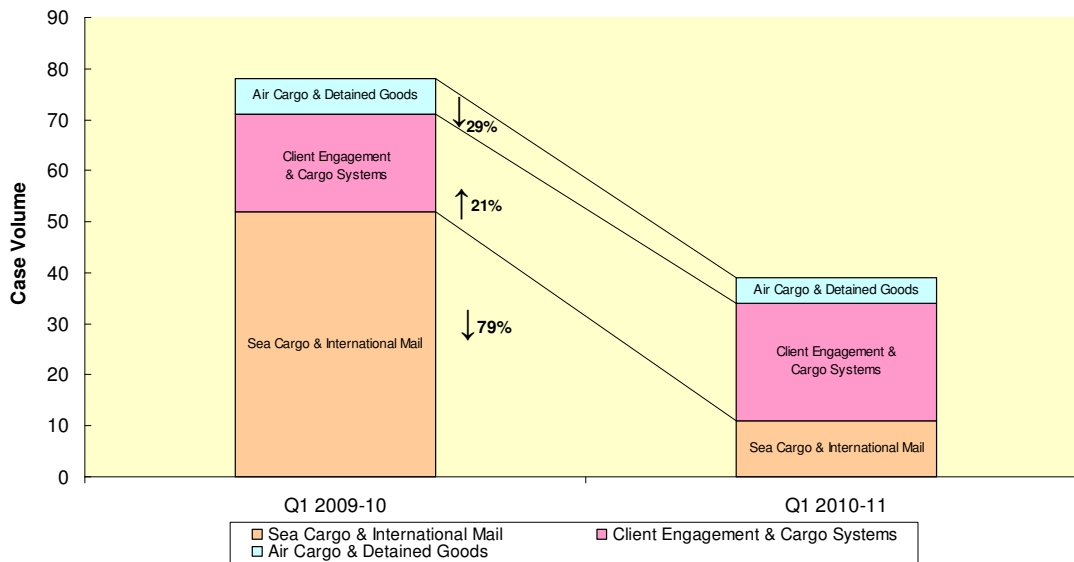
There were 39 complaint cases attributed to Cargo Division. This represents a **50%** decrease over the same period last year (78 cases) and a **55%** decrease against the 3 year rolling average (86 cases).

#### Cargo Division



Sea Cargo and International Mail showed a decrease of **79%**, Client Engagement & Cargo Systems Branch had an increase of **21%** and Air Cargo and Detained goods showed a decrease of **29%**.

#### Cargo Division

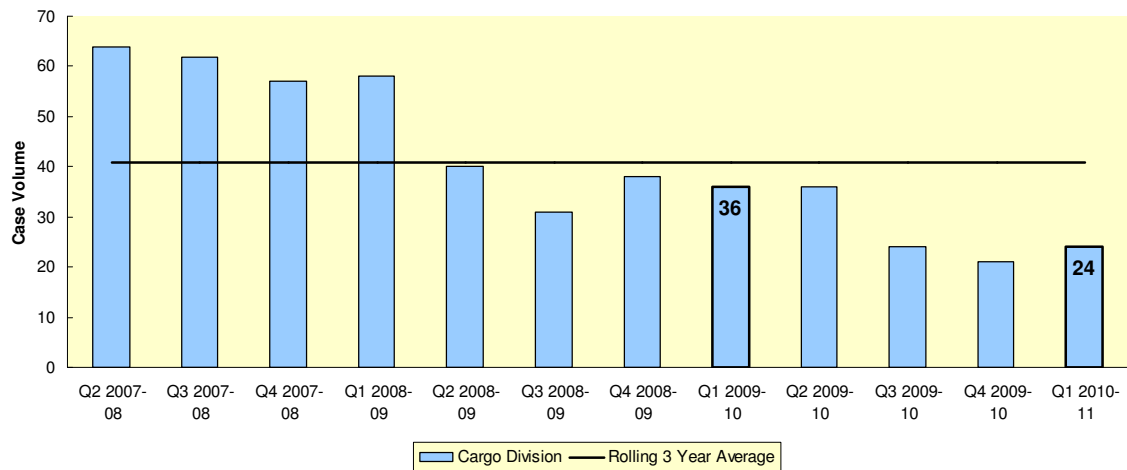


Case Volume			
Branch	Q1 2009-10	Q1 2010-11	Variance
Sea Cargo & International Mail	52	11	-79%
Client Engagement & Cargo Systems	19	23	21%
Air Cargo & Detained Goods	7	5	-29%
<b>Total</b>	<b>78</b>	<b>39</b>	<b>-50%</b>

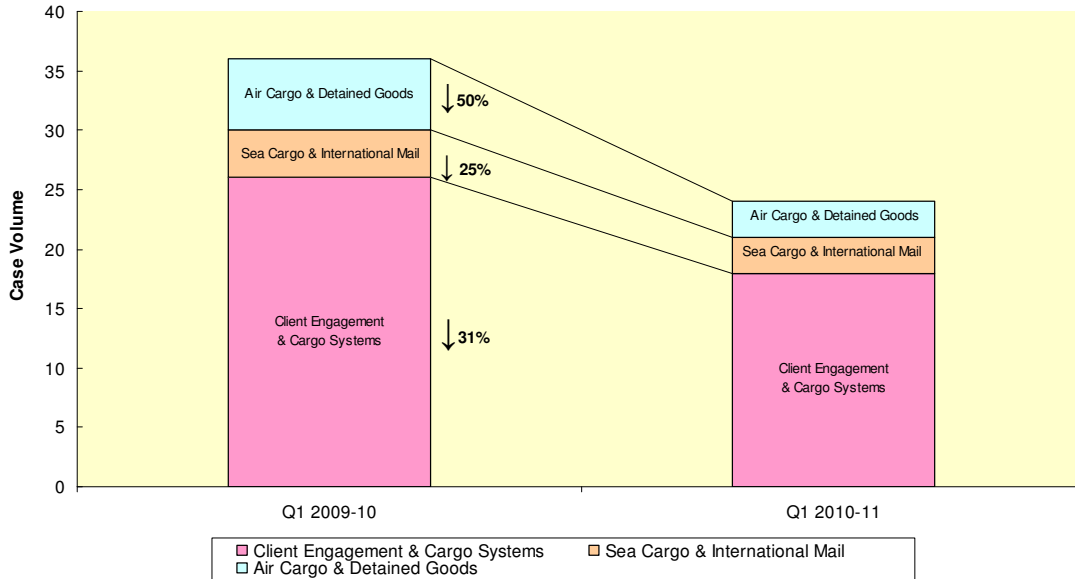
## Compliments

There were 24 compliment cases logged and acknowledged during the quarter. This represents a **33%** decrease over the same period last year (36 cases) and a **41%** decrease against the 3 year rolling average (41 cases).

### Cargo Division



### Cargo Division



Case Volume			
Branch	Q1 2009-10	Q1 2010-11	Variance
Client Engagement & Cargo Systems	26	18	-31%
Sea Cargo & International Mail	4	3	-25%
Air Cargo & Detained Goods	6	3	-50%
<b>Total</b>	<b>36</b>	<b>24</b>	<b>-33%</b>

## Statistics

<b>Container Examination Facility Complaints<sup>9</sup></b>			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Melbourne	3	10517	3,506
Sydney	10	9720	972
Brisbane	1	4821	4,821
Fremantle	3	3104	1,035
Adelaide	1	481	481
Townsville	0	51	0
Launceston	0	102	0
Newcastle	0	11	0
Darwin	0	95	0
<b>Total</b>	<b>18</b>	<b>28902</b>	<b>1,606</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
July	5	25,834	6663	79	32,576	6,515
August	2	27,238	6745	106	34,089	17,045
September	3	26,200	6603	89	32,892	10,964
<b>Total</b>	<b>10</b>	<b>79,272</b>	<b>20,011</b>	<b>274</b>	<b>99,557</b>	<b>9,956</b>

## Key Issues (Symptoms) – Cargo Division

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Hold not removed	16	5	<b>-69%</b>
Officer was rude	7	4	<b>-43%</b>
Misinformed by Customs	3	4	<b>33%</b>
Process took too long	1	4	<b>300%</b>
Goods were damaged	10	3	<b>-70%</b>

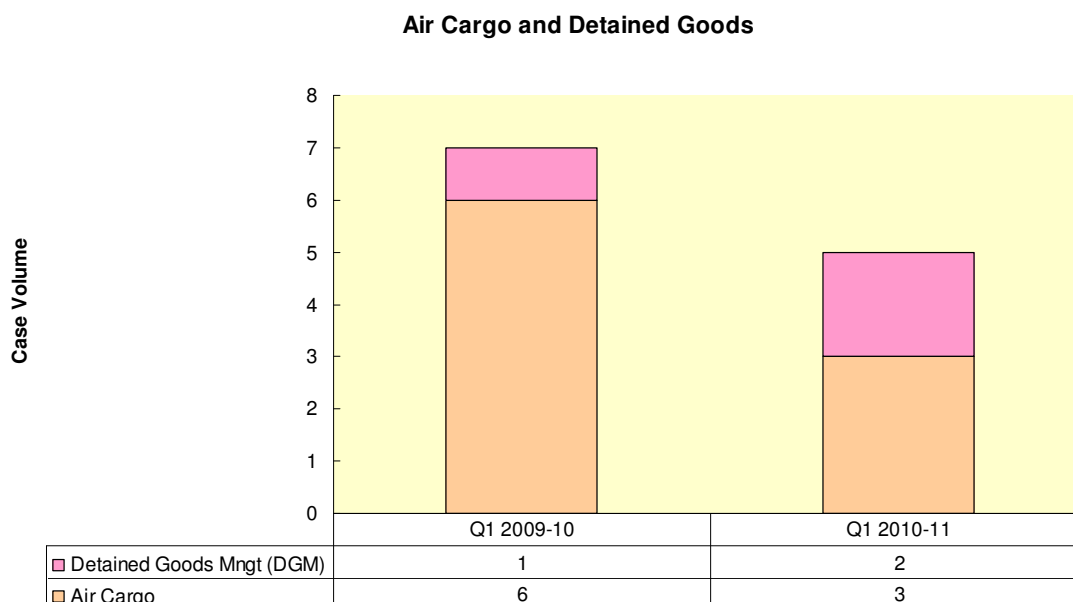
<b>Compliment</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer/s was professional	6	10	<b>67%</b>
Officer/s was helpful	14	7	<b>-50%</b>
Appreciated assistance	10	2	<b>-80%</b>
Officer/s was efficient	4	2	<b>-50%</b>
Process was efficient	6	1	<b>-83%</b>

<sup>9</sup> TEU figures supplied by Corporate Performance Reporting.

## Air Cargo and Detained Goods Management

### Complaints

There were 5 complaint cases attributable to Air Cargo and Detained Goods during the quarter. The complaints this quarter are down **29%** on the same period last year (7 cases) and down **45%** on the 3 year rolling average (9 cases).



### Key Issues (Symptoms)

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Goods were seized	1	1	<b>0%</b>
Process took too long	0	1	-
I got the runaround	0	1	-
I'm Not Happy with the Policy	0	1	-
Unhappy with amount of time taken	0	1	-

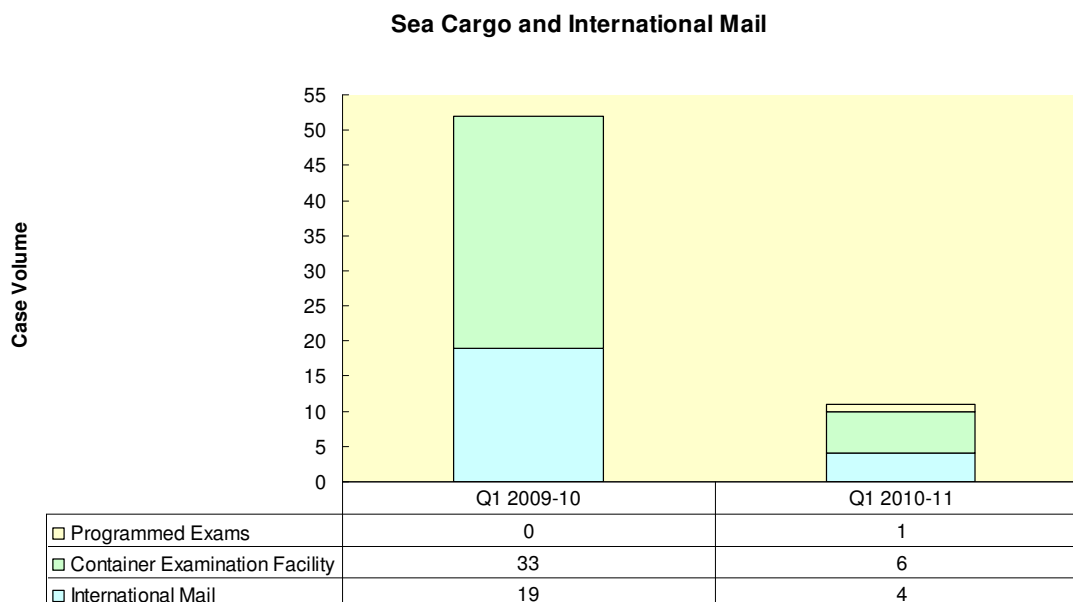
### Compliments

There were 3 compliment cases attributable to Air Cargo & Detained Goods during this quarter. (Air Cargo 1, Detained Goods 2 cases). This is down from 6 on the same period last year. (Air Cargo 2, Detained Goods 4 cases).

## Sea Cargo and International Mail

### Complaints

There were 11 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are down **79%** on the same period last year (52 cases) and down **78%** on the 3 year rolling average (51 cases).



### Key Issues (Symptoms)

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Goods were damaged	7	3	<b>-57%</b>
Hold not removed	13	2	<b>-85%</b>
Where is my postal article	2	2	<b>0%</b>
Didn't expect duty/tax	6	1	<b>-83%</b>
Goods were seized	2	1	<b>-50%</b>

### Compliments

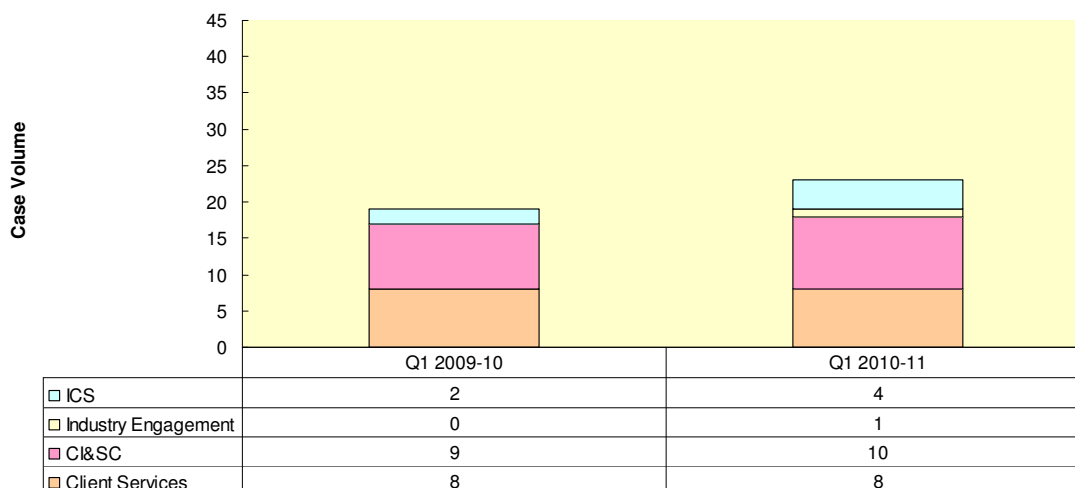
There were 3 compliment cases attributable to Sea Cargo and International Mail during the quarter, which is down from 4 for the same period last year. Compliments in the current period were broken up into 2 cases for International Mail and 1 case attributed to Programmed Exams.

## Client Engagement & Cargo Systems

### Complaints

There were 23 complaint cases attributable to Client Engagement & Cargo Systems during the quarter. The complaints this quarter are up **21%** on the same period last year (19 cases) and are down **15%** on the three year rolling average (27 cases).

#### Client Engagement & Cargo Systems



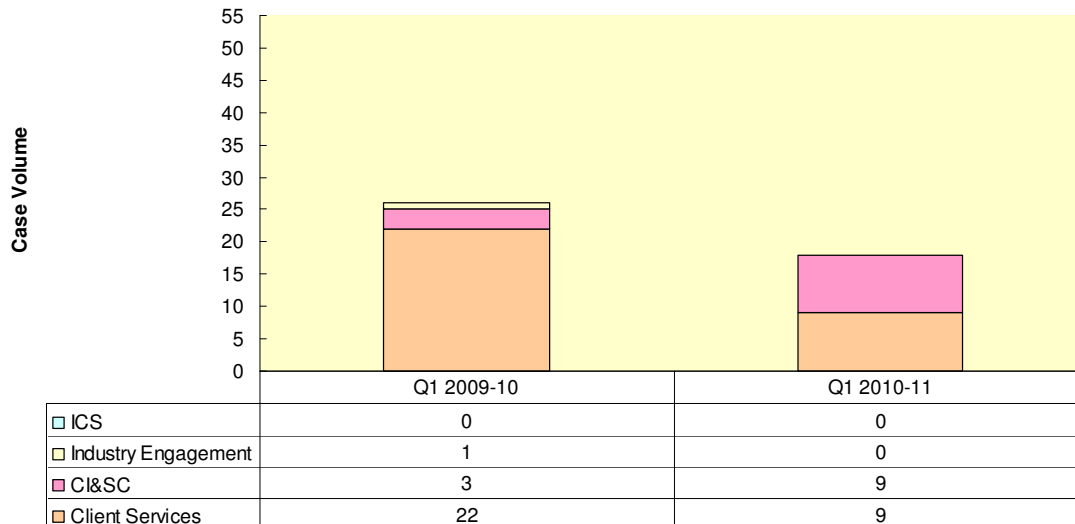
### Key Issues (Symptoms)

Complaint			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer was rude	5	4	-20%
Misinformed by Customs	3	4	33%
Hold not removed	2	3	50%
Process took too long	0	2	-
I got the run around	2	1	-50%

## Compliments

There were 18 compliment cases attributable to Client Engagement and Cargo Systems during the quarter. The compliments this quarter have decreased **31%** on the same period last year (26 cases).

### Client Engagement & Cargo Systems



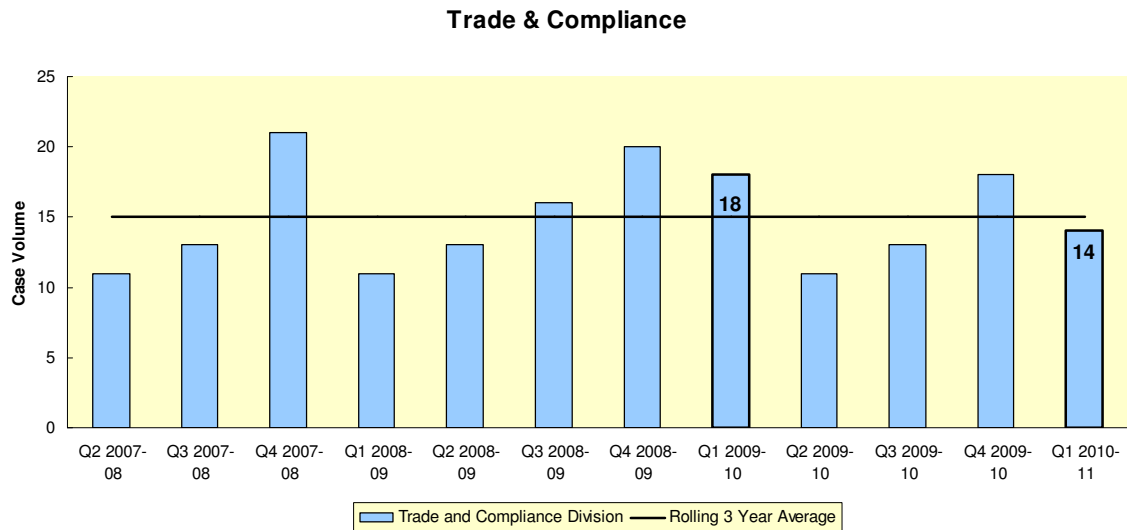
## Key Issues (Symptoms)

Compliment			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer/s was professional	5	10	<b>100%</b>
Officer/s was helpful	12	4	<b>-67%</b>
Appreciated assistance	4	2	<b>-50%</b>
Officer/s was efficient	2	1	<b>-50%</b>
Officer/s was informative	1	1	<b>0%</b>

## Trade and Compliance Division

### Complaints

There were 14 complaint cases logged and investigated during the quarter. This represents a **29%** decrease over the same period last year (18 cases) and a **7%** decrease on the 3 year rolling average (15 cases).



### Key Issues (Symptoms)

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
I'm not happy with the policy	2	7	<b>250%</b>
Hold not removed	2	4	<b>100%</b>
Other	1	2	<b>100%</b>
Process took too long	3	1	<b>-67%</b>
Didn't expect fees	3	0	-

### Compliments

There were 6 compliments cases logged and acknowledged during the quarter, down from 7 (**14%**) during the same period last year.

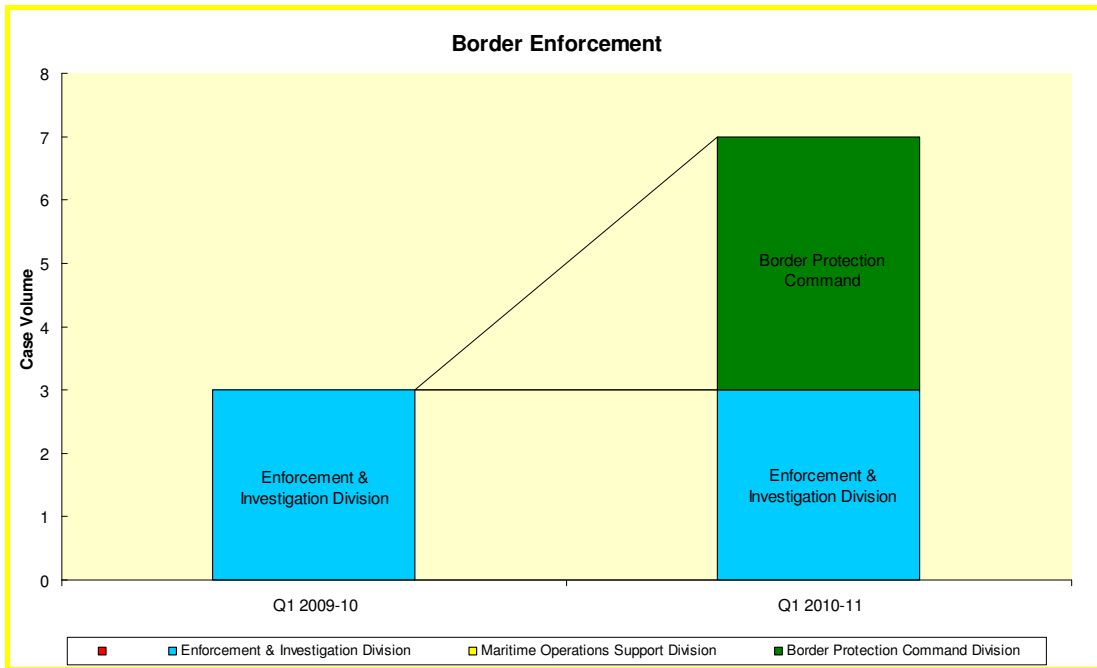
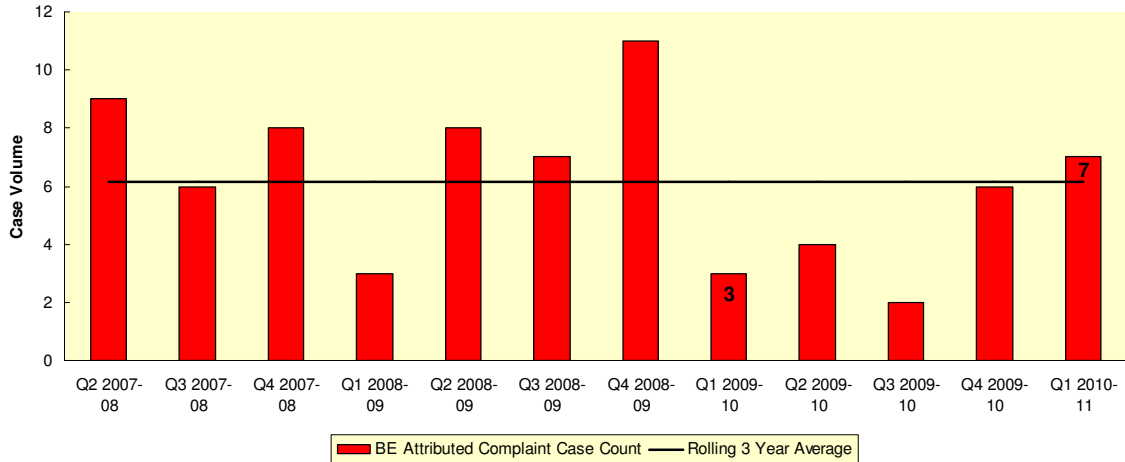
<b>Compliment</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Officer/s was professional	2	4	<b>100%</b>
Appreciated assistance	2	1	<b>-50%</b>
Officer/s was informative	1	1	<b>0%</b>
Officer/s was friendly	4	0	-
Officer/s was helpful	1	0	-

## Border Enforcement<sup>10</sup>

### Complaints

There were 7 complaint cases logged and investigated during the quarter. This represents a **133%** increase over the same period last year (3 cases) and a **14%** increase against the 3 year rolling average (6 cases).

**Border Enforcement**



Case Volume			
Division	Q1 2009-10	Q1 2010-11	Variance
Enforcement & Investigation Division	3	3	0%
Maritime Operations Support Division	0	0	-
Border Protection Command Division	0	4	-
<b>Total</b>	<b>3</b>	<b>7</b>	<b>133%</b>

<sup>10</sup> Border Enforcement statistics no longer included Targeting Operations data. Targeting Operations data is now included in Corporate Operations statistics.

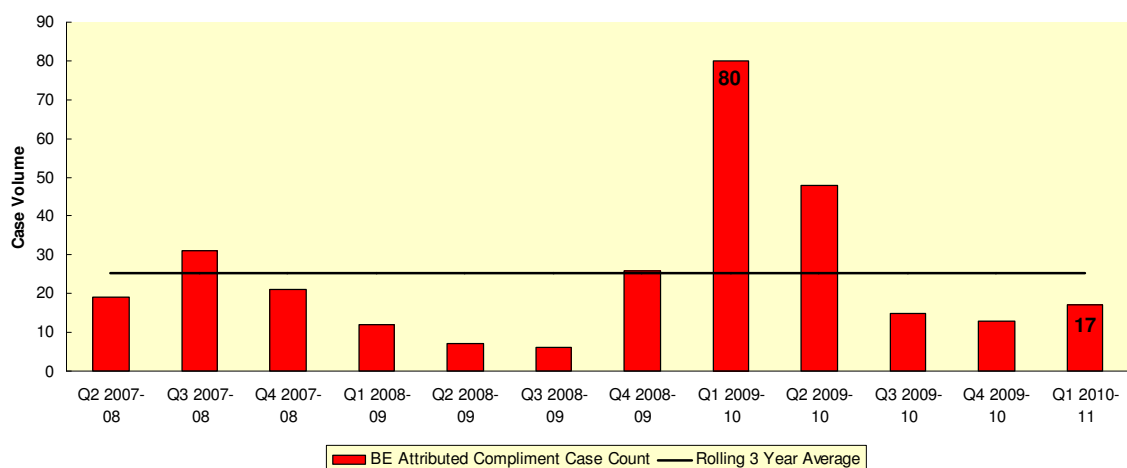
## Key Issues (Symptoms)

Complaint			
Issue	Q1 2009-10	Q1 2010-11	Variance
Other	1	5	400%
Unhappy with selection	0	1	-
Process not explained	1	1	0%
Officer was rude	1	0	-100%
Facilities were inadequate	1	0	-100%

## Compliments

There were 17 compliment cases logged and acknowledged during the quarter. This represents a **79%** decrease over the same period last year (80 cases) and a **31%** decrease against the 3 year rolling average (25 cases).

### Border Enforcement



Case Volume			
Division	Q1 2009-10	Q1 2010-11	Variance
Maritime Operations Support Division	75	11	-85%
Enforcement & Investigation Division	5	6	20%
Intelligence & Targeting Division	0	0	-
Border Protection Command Division	0	0	-
<b>Total</b>	<b>80</b>	<b>17</b>	<b>-79%</b>

## Key Issues (Symptoms)

Compliment			
Issue	Q1 2009-10	Q1 2010-11	Variance
Appreciated assistance	37	8	-78%
Officer/s was professional	29	6	-79%
Officer/s was informative	0	1	-
Appreciated facilitation	0	1	-
Facilities were appreciated	0	1	-

## Enforcement & Investigation Division

### Complaints

There were 3 complaint cases logged and acknowledged during the quarter. This represents no change over the same period last year (3 cases) and a **40%** decrease against the 3 year rolling average (5 cases).

### Compliments

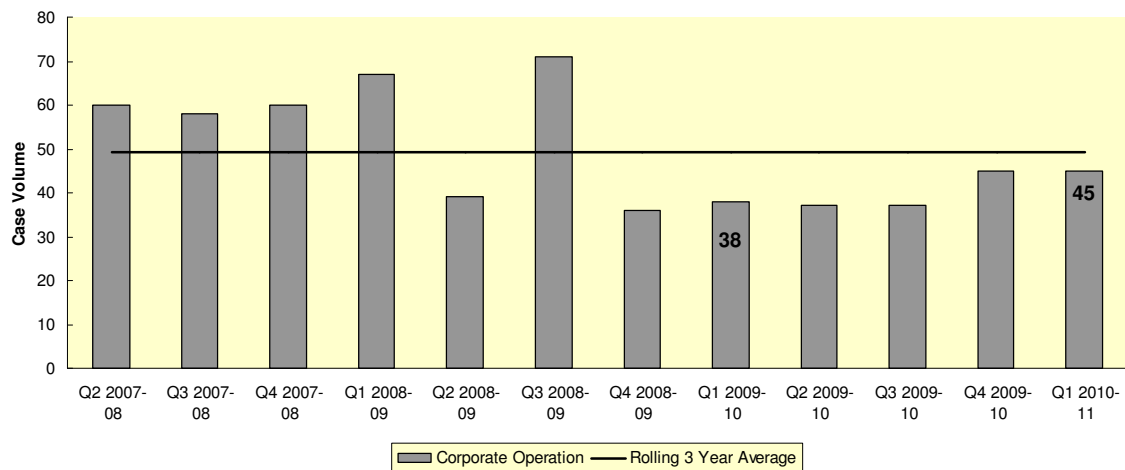
There were 6 compliment cases logged and acknowledged during the quarter, which is a **20%** increase from the same period last year (5 cases). This represents a **31%** decrease against the 3 year rolling average (9 cases).

## Corporate Operations<sup>11</sup>

### Complaints

There were 45 complaint cases logged and investigated during the quarter. This represents an increase of **18%** over the same period last year (38 cases) and a **9%** decrease against the 3 year rolling average (49 cases).

#### Corporate Operations



Case Volume			
Division	Q1 2009-10	Q1 2010-11	Variance
People & Place Division	3	6	<b>100%</b>
Customs IT	0	0	-
Intelligence & Targeting Operations	32	38	<b>19%</b>
Integrity & Professional Standards	3	1	<b>-67%</b>
Financial Services Division	0	0	-
<b>Total</b>	<b>38</b>	<b>45</b>	<b>18%</b>

### Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2010-11	Variance
Hold not removed	6	22	<b>267%</b>
Always Held	15	10	<b>-33%</b>
Unhappy about process	2	4	<b>100%</b>
Unhappy with selection	6	3	<b>-50%</b>
Other	1	2	<b>100%</b>

### Compliments

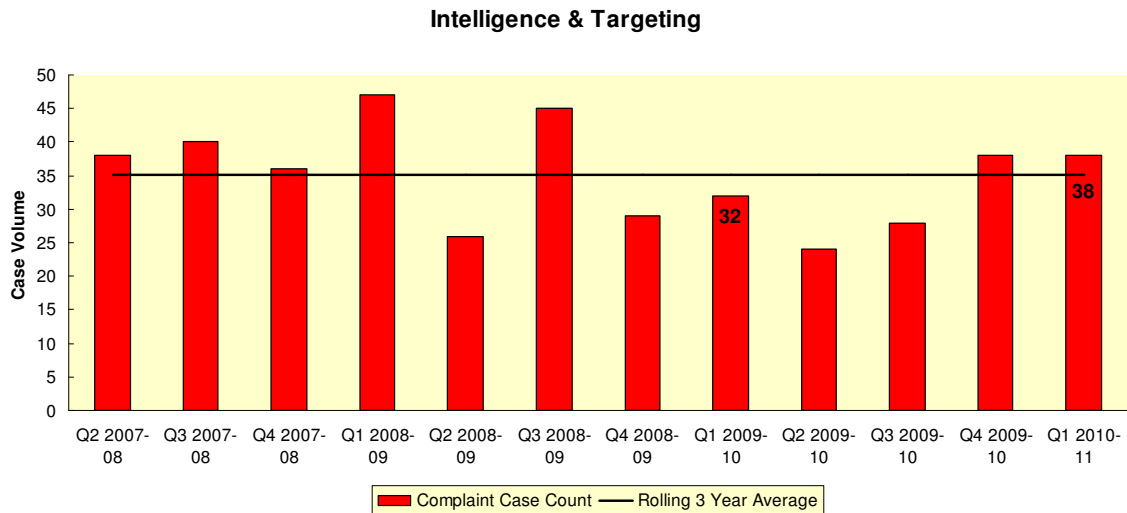
There was 2 compliment cases logged and acknowledged during the quarter, which is a **33%** reduction from the same period last year (3 cases).

<sup>11</sup> Data now includes Targeting Operations statistics.

## Intelligence & Targeting Division

### Complaints

There were 38 complaint cases logged and investigated during the quarter. This represents an **19%** increase over the same period last year (32 cases) and a **8%** increase against the 3 year rolling average (35 cases).



### Key Issues (Symptoms)

<b>Complaint</b>			
Issue	Q1 2009-10	Q1 2010-11	Variance
Hold not removed	6	22	<b>267%</b>
Always Held	14	10	<b>-29%</b>
Unhappy with selection	6	3	<b>-50%</b>
Not advised of application of border hold	1	2	<b>100%</b>
Always searched	2	1	<b>-50%</b>

### Compliments

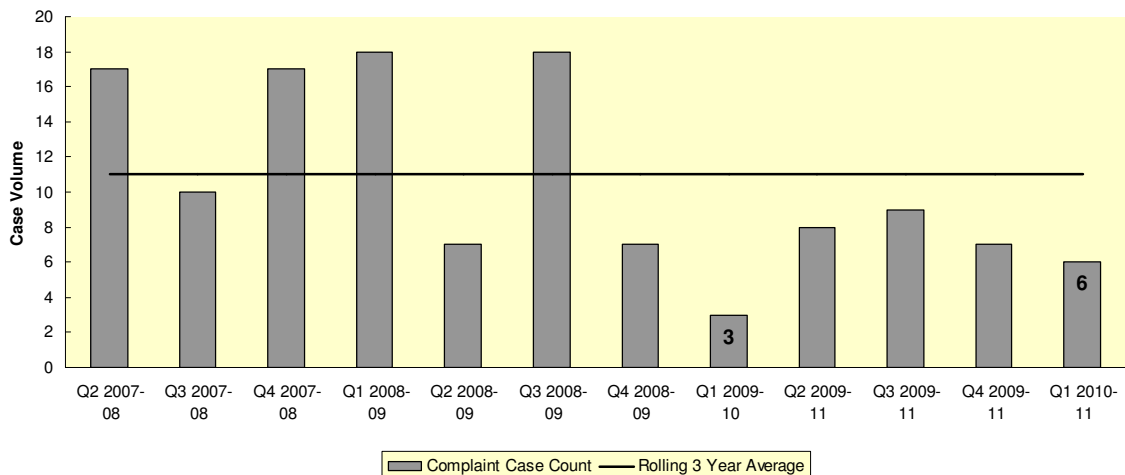
There was 1 compliment case attributable to Intelligence & Targeting Division during the quarter, the same as the previous period last year.

## People and Place Division

### Complaints

There were 6 complaint cases logged and investigated during the quarter. This is a **100%** increase from the same period last year (3 cases) and a **45%** decrease over the 3 year rolling average (11 cases).

People and Place



### Key Issues (Symptoms)

Complaint			
Issue	Q1 2009-10	Q1 2010-11	Variance
Unhappy about process	2	3	50%
Other	1	2	100%
Unhappy with content	0	1	-

### Compliments

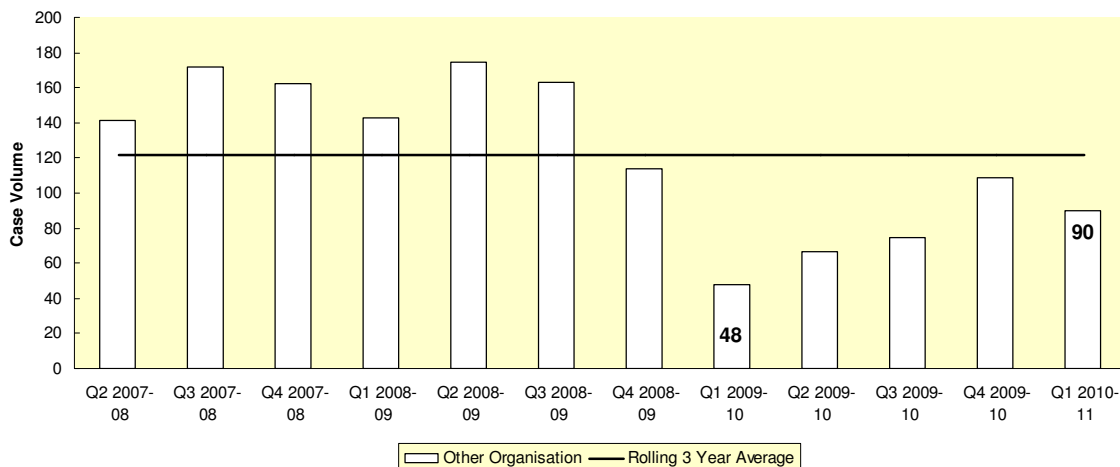
There was 1 compliment case logged and acknowledged during the quarter (attributed to Prosecutions), unchanged from the same period last year.

# Not Attributed

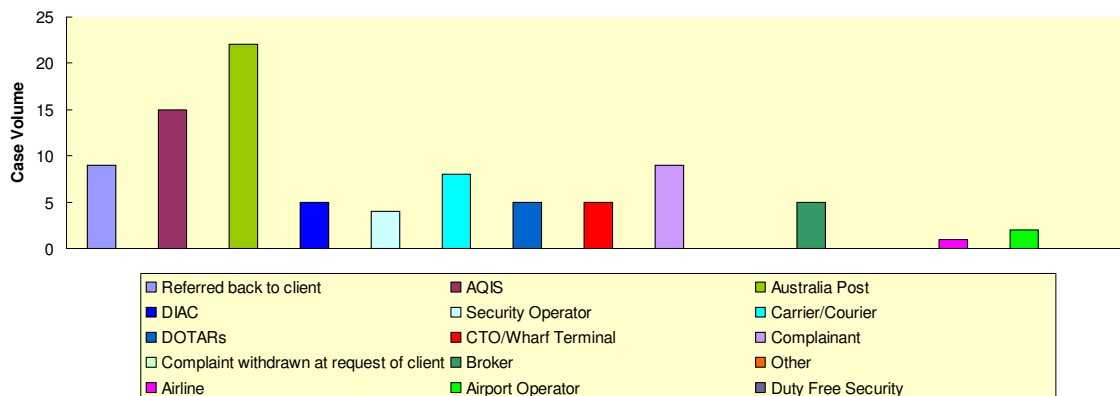
## Complaints

There were 90 complaint cases logged, investigated and subsequently referred back to the client or on to other organisations during the quarter. This represents a **47%** decrease over the same period last year (48 cases) and a **26%** decrease against the 3 year rolling average (122 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 July - Sept 2010 quarter the average and median response times were:

#### Complaints

Average **11.1** working days

Median **6.8** working days

#### Compliments

Average **1** working day

Median **1** working day

**27%** (82 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 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 and Border Protection Officer

Source	Q1 2009-10	Q1 2010-11	Variation
Email	401	368	-8%
Website feedback form	125	63	-50%
Customs Officer	38	9	-76%
Telephone	51	25	-51%
Brochure	19	30	58%
Letter	22	33	50%
Via an external agency	6	6	0%
Fax	2	2	0%
Ombudsman	0	0	0%
Ministerial	6	0	-100%
<b>Total</b>	<b>670</b>	<b>536</b>	<b>-20%</b>

<sup>12</sup> Includes all forms of contact including enquiries and information/tip offs

## 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><i>Please respond to the following statements by selecting a number from 1 to 5</i></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, Corporate Connect,  
 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)