



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

July – September 2011

CORPORATE CONNECT

MELBOURNE

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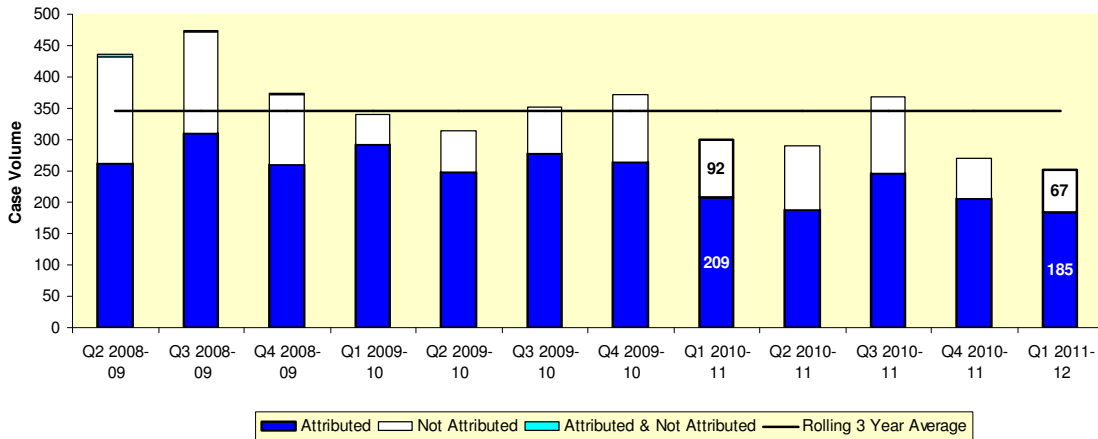
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EXECUTIVE SUMMARY

All Complaints

There were 252 unique complaint cases logged and investigated during the quarter. This represents a **16%** decrease over the same period last year (301 unique cases) and a **27%** decrease against the 3 year rolling average (346 unique cases).

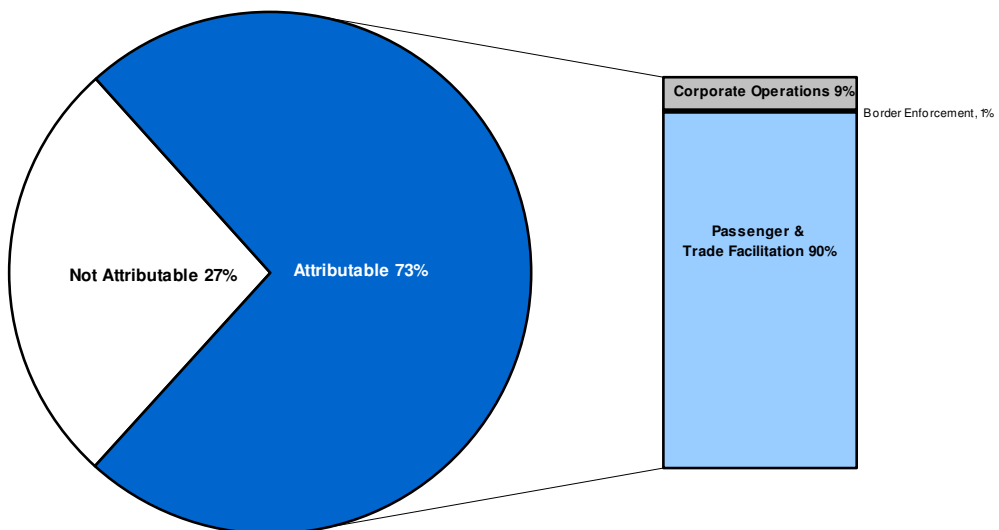
Customs and Border Protection



Attributable complaint cases accounted for 185 of the 252 cases logged and investigated. This represents an **11%** decrease to the figure recorded for the same period last year (209 attributed cases) and represents a **25%** decrease over the rolling three year average (247 attributed cases).

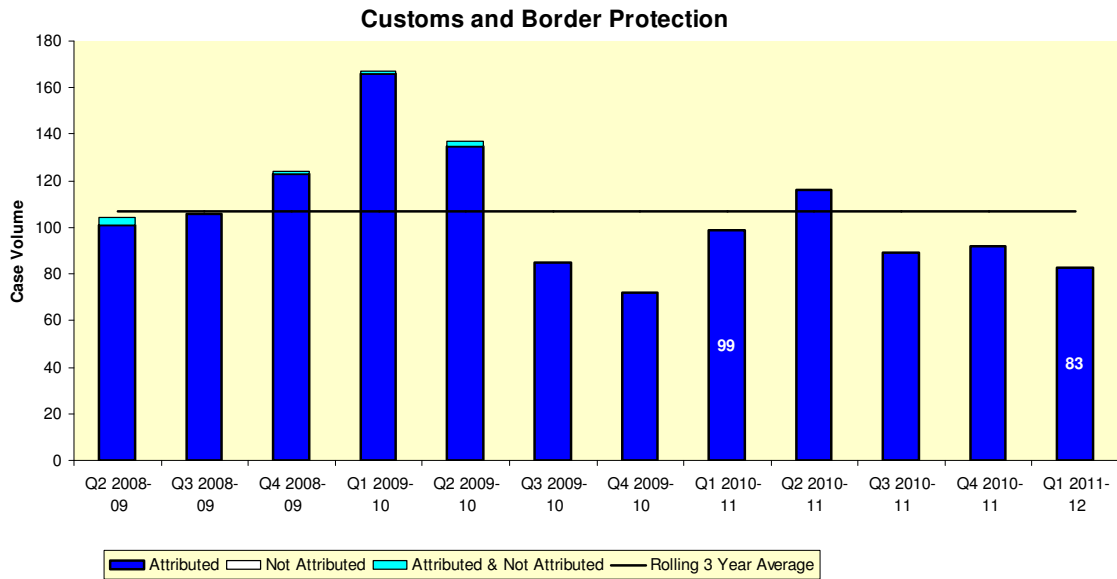
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

Customs and Border Protection



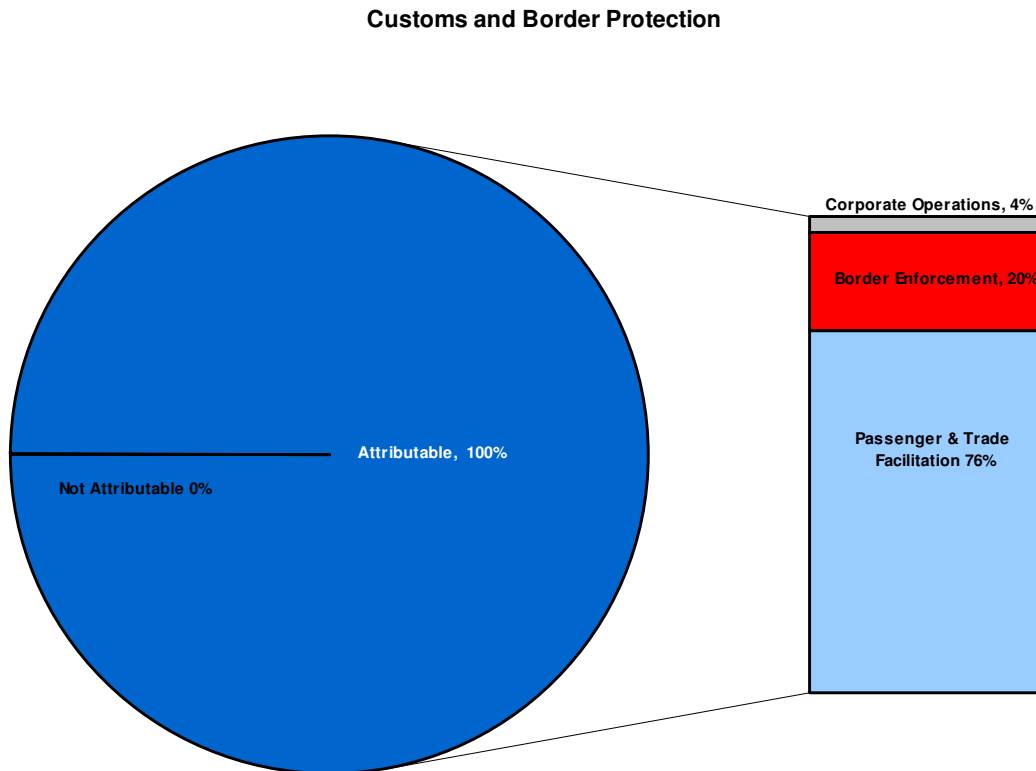
All Compliments

There were 83 compliment cases logged and acknowledged during the quarter. This represents a **16%** decrease over the same period last year (99 unique cases) and a **22%** decrease against the 3 year rolling average (106 unique cases).



Attributable compliment cases account for all of the 83 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	2.23 : 1	6%
Complaints to Air Movements	1 : 83581	4%
Complaints to TEU inspected 1. ALL 2. CEF only	1. TEU (ALL) 1: 2906 2. TEU (CEF Only) 1: 71256	1. -30% 2. -9%
Complaints to Postal Articles inspected	1 : 557265	-84%
Complaints to Air Cargo Articles inspected	1 : 128575	-2%
Customs Information and Support Centre (CI&SC) complaints to contacts	1 : 47064	236%

Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer was rude	21	29	38%
Hold not removed	30	16	-47%
Didn't expect duty/tax	11	12	9%
Goods were damaged	3	11	267%
SmartGate	1	10	900%

Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Appreciated assistance	26	25	-4%
Officer/s was helpful	13	21	62%
Officer/s was professional	31	9	-71%
Facilities were appreciated	1	9	800%
Appreciated facilitation	11	6	-45%

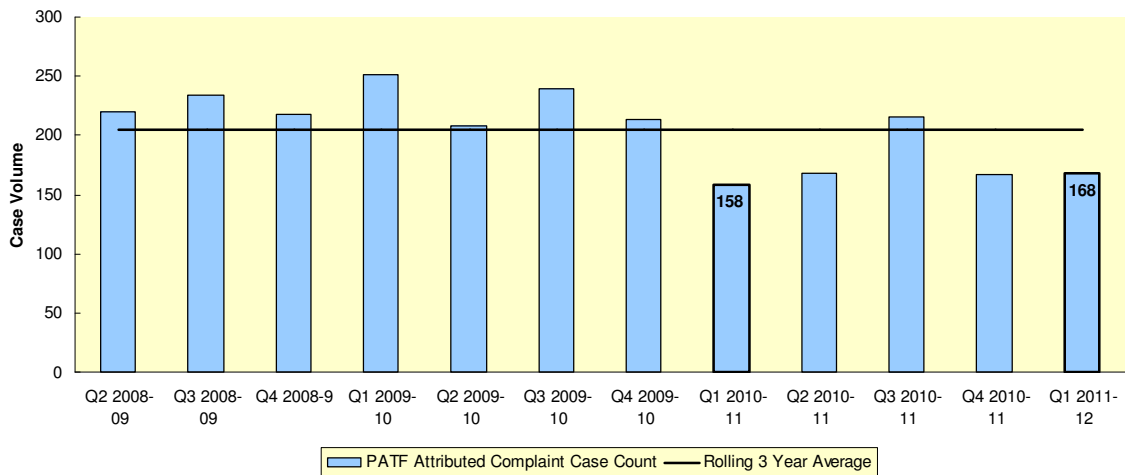
[1] The industry standard is to record container statistics in twenty-foot equivalent (TEU) unit terms rather than the actual number of containers. Most international containers are either 20 ft (1 TEU) or 40 ft (2 TEU). On average, the number of containers is equivalent to 75 per cent of the number 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

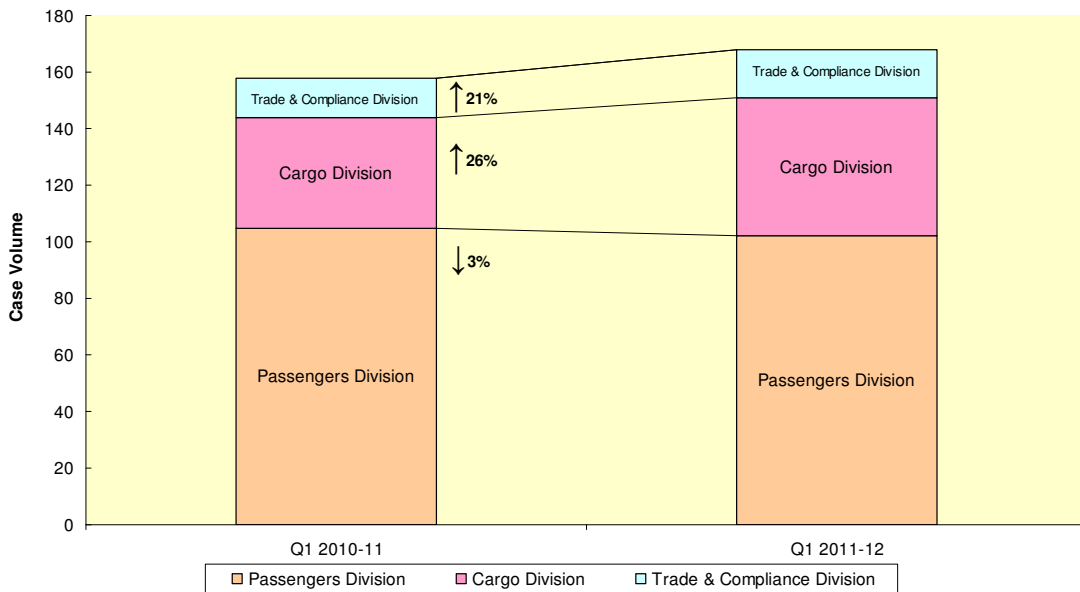
Complaints

There were 168 complaint cases logged and investigated during the quarter. This represents a **6%** increase over the same period last year (158 cases) and a decrease of **18%** against the 3 year rolling average (205 cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation

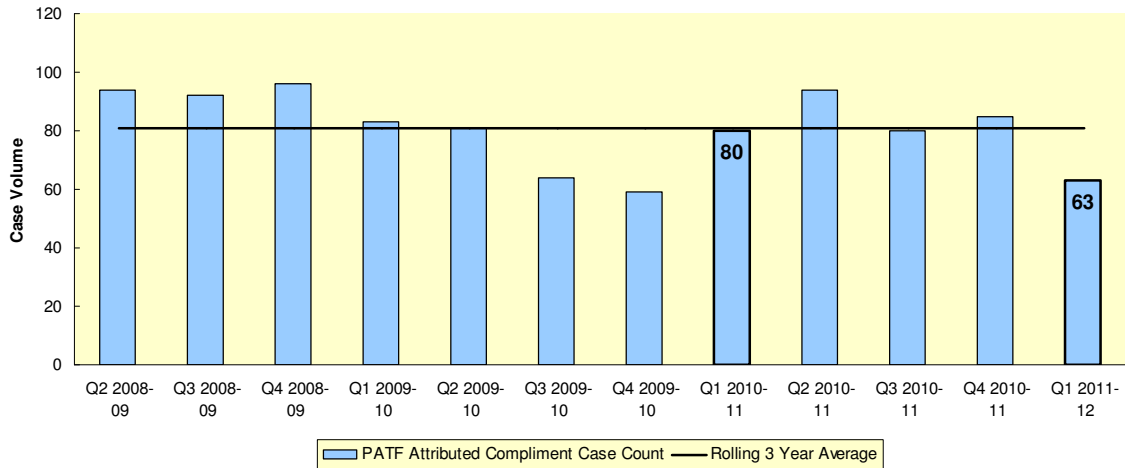


Division	Q1 2010-11	Q1 2011-12	Variance
Passengers Division	105	102	-3%
Cargo Division	39	49	26%
Trade & Compliance Division	14	17	21%
Total	158	168	6%

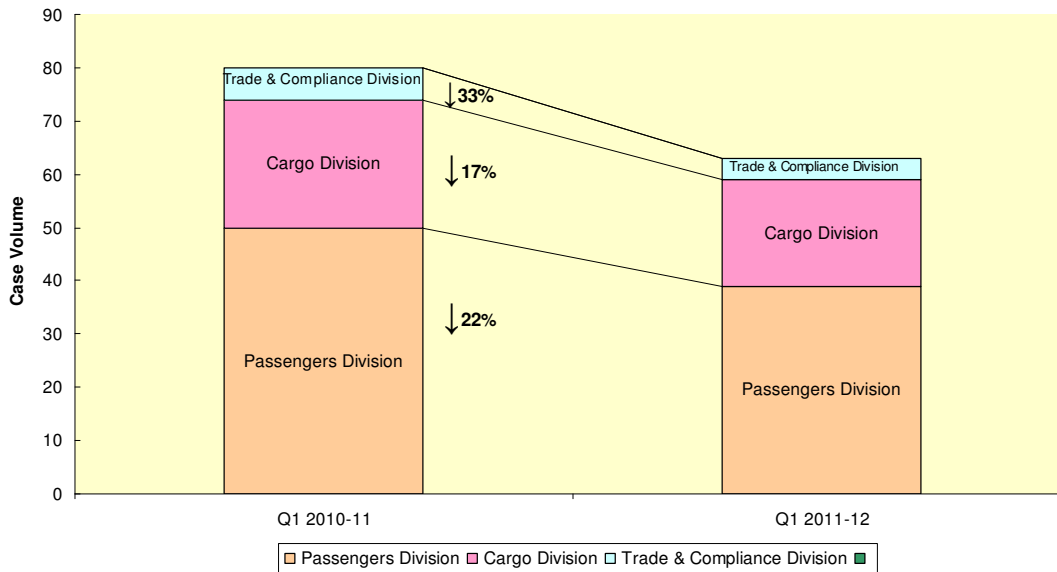
Compliments

There were 63 compliment cases logged and acknowledged during the quarter. This represents a **21%** decrease over the same period last year (80 unique cases) and a **22%** decrease against the 3 year rolling average (81 unique cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation



Case Volume			
Division	Q1 2010-11	Q1 2011-12	Variance
Passengers Division	50	39	-22%
Cargo Division	24	20	-17%
Trade & Compliance Division	6	4	-33%
Total	80	63	-21%

Key Issues – (Symptoms) PATF

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer was rude	21	29	38%
Didn't expect duty/tax	11	12	9%
Hold not removed	9	11	22%
Goods were damaged	3	11	267%
SmartGate	1	10	900%

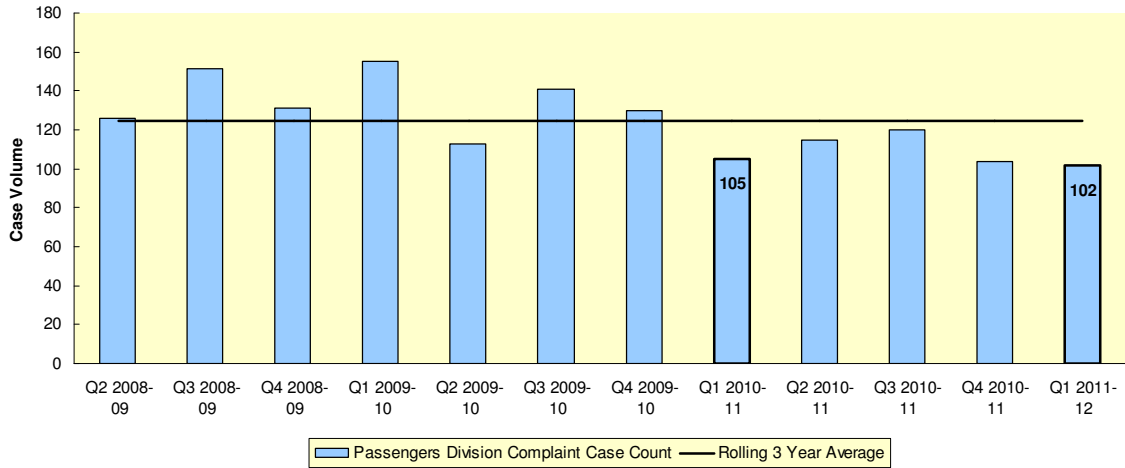
Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Appreciated assistance	16	24	50%
Officer/s was helpful	13	19	46%
Officer/s was professional	25	8	-68%
Appreciated facilitation	10	6	-40%
Officer/s was efficient	3	3	0%

Passengers Division

Complaints

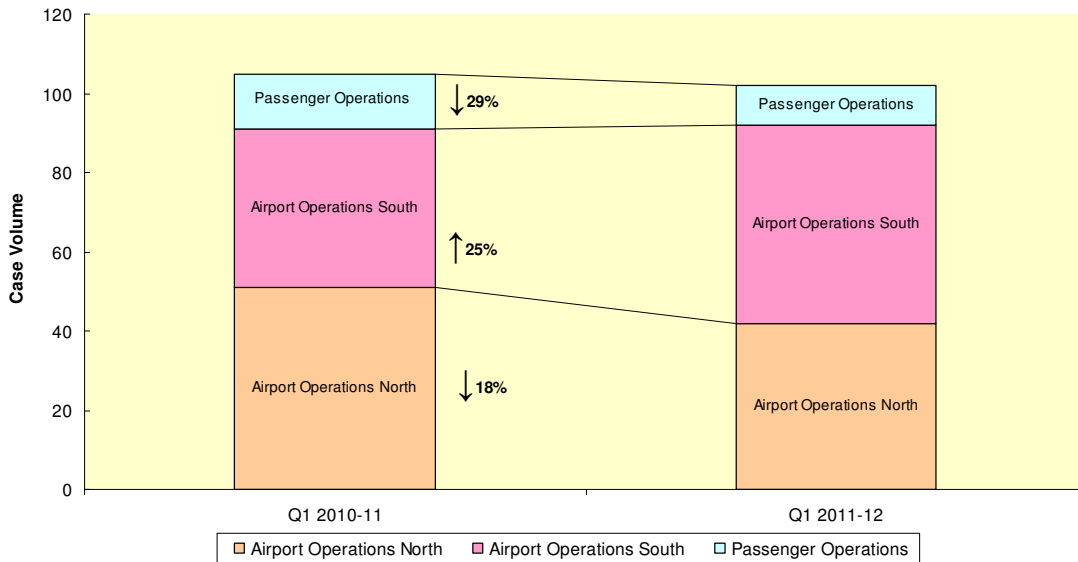
There were 102 complaint cases logged and investigated during the quarter. This represents a **3%** decrease over the same period last year (105 cases) and an **18%** decrease on the 3 year rolling average (124 cases).

Passengers



The overall decrease in complaint cases for Passengers Division is comprised of decreases in Airport Operations North (**18%**) and Passenger Operations (**29%**) and an increase for Airport Operations South (**25%**),

Passengers Division

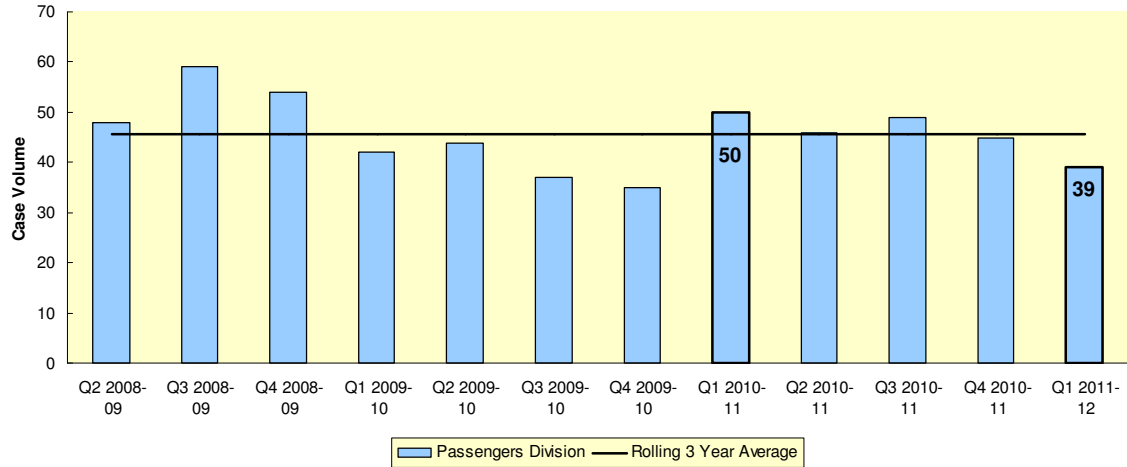


Case Volume			
Branch	Q1 2010-11	Q1 2011-12	Variance
Airport Operations North	51	42	-18%
Airport Operations South	40	50	25%
Passenger Operations	14	10	-29%
Total	105	102	-3%

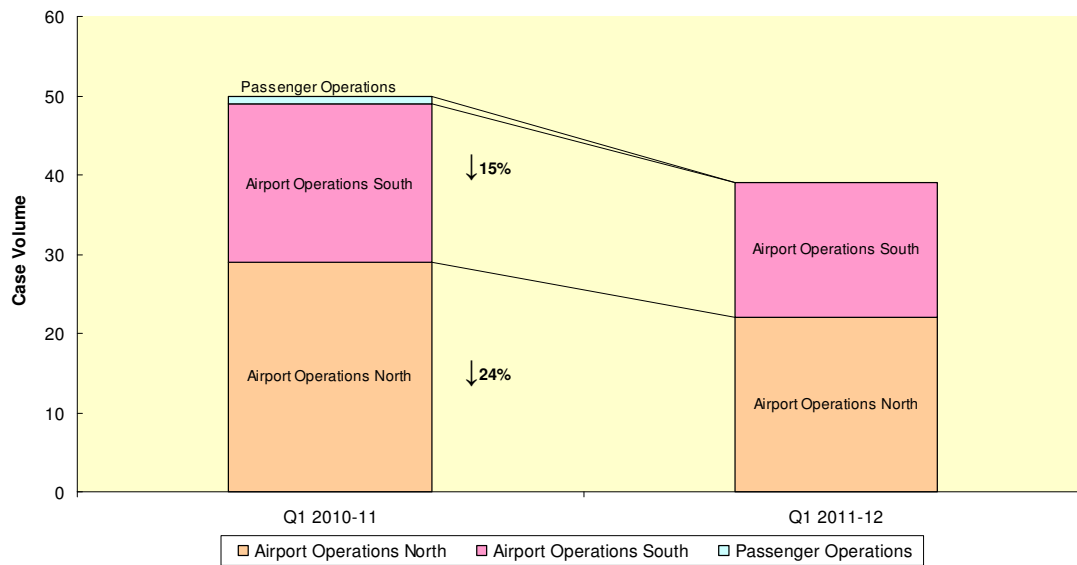
Compliments

There were 39 compliment cases logged and acknowledged during the quarter. This represents a **22% decrease** over the same period last year (50 cases) and is down **15%** on the 3 year rolling average (46 cases).

Passengers



Passengers Division



Case Volume			
Branch	Q1 2010-11	Q1 2011-12	Variance
Airport Operations North	29	22	-24%
Airport Operations South	20	17	-15%
Passenger Operations	1	0	-100%
Total	50	39	-22%

Statistics – Passengers Division²

Airport Complaints for Q1 2011-12				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	2	80,018	80,911	80,465
Airport Operations Sydney	24	1,582,504	1,537,214	129,988
Airport Operations Melbourne	33	892,412	866,373	53,297
Airport Operations Brisbane	12	632,979	614,790	103,981
Airport Operations Perth	15	471,605	445,470	61,138
Airport Operations Darwin	2	58,137	59,824	58,981
Airport Operations Gold Coast	2	89,445	91,168	90,307
Airport Operations Adelaide	2	85,739	80,390	83,065
Passenger Operations	10	0	0	0
Total	102	3,892,839	3,776,140	75,186

Key Issues (Symptoms) – Passengers Division

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer was rude	17	25	47%
SmartGate	1	10	900%
Queue delay	12	9	-25%
Didn't expect duty/tax	9	7	-22%
Claim not made	2	7	250%

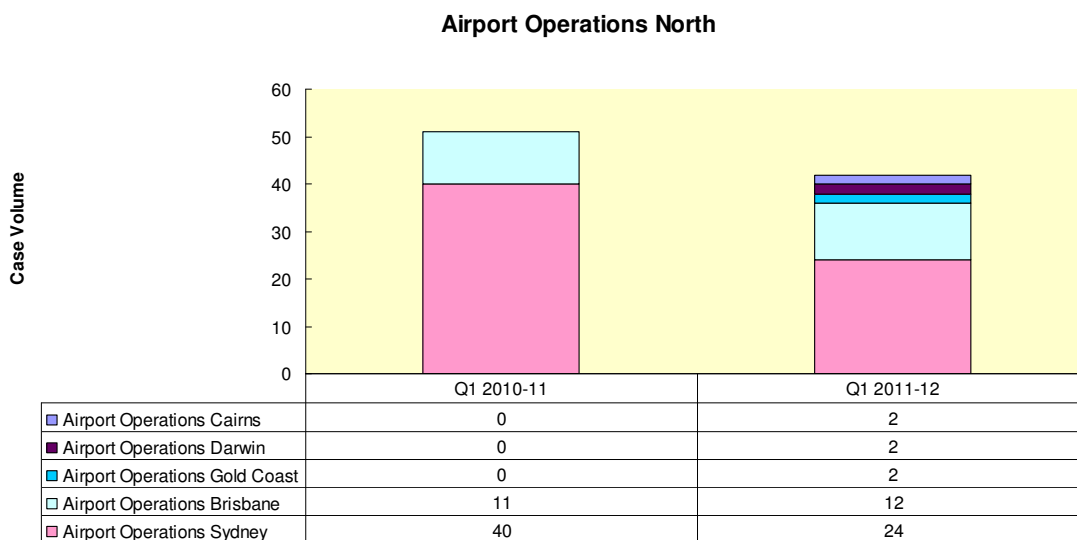
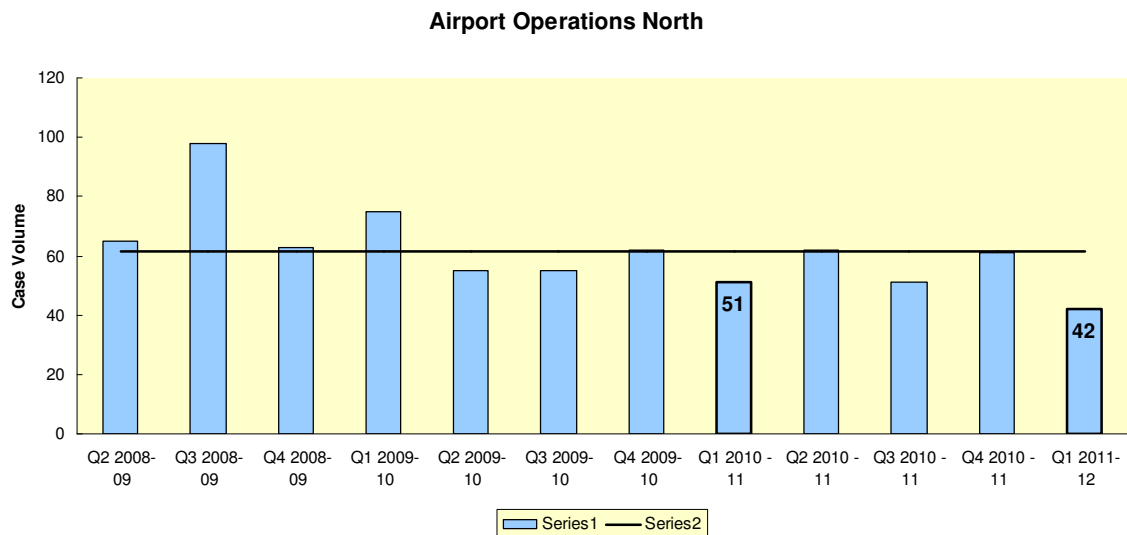
Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Appreciated assistance	13	15	15%
Officer/s was helpful	6	8	33%
Appreciated facilitation	10	6	-40%
Officer/s was professional	11	5	-55%
Officer/s was friendly	1	3	200%

² Passenger and crew data obtained via Sharepoint/ Corporate Performance Reporting

Airport Operations North

Complaints

There were 42 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter were down **18%** against the same period last year (51 cases).



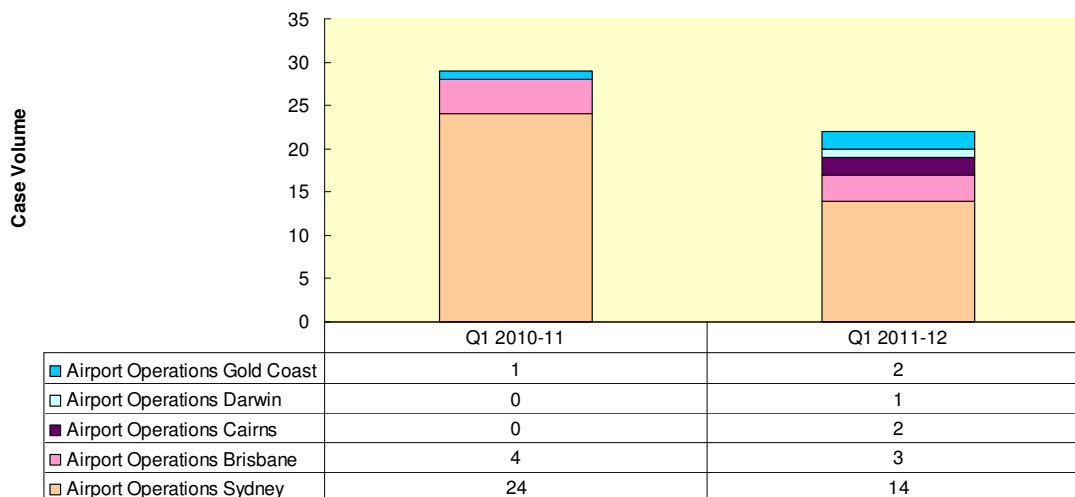
Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer was rude	9	11	22%
Queue delay	6	3	-50%
Didn't expect duty/tax	4	3	-25%
Unhappy about 30 minute rule	1	3	200%
SmartGate	1	3	200%

Compliments

There were 22 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **24%** against the same period last year (29 cases).

Airport Operations North



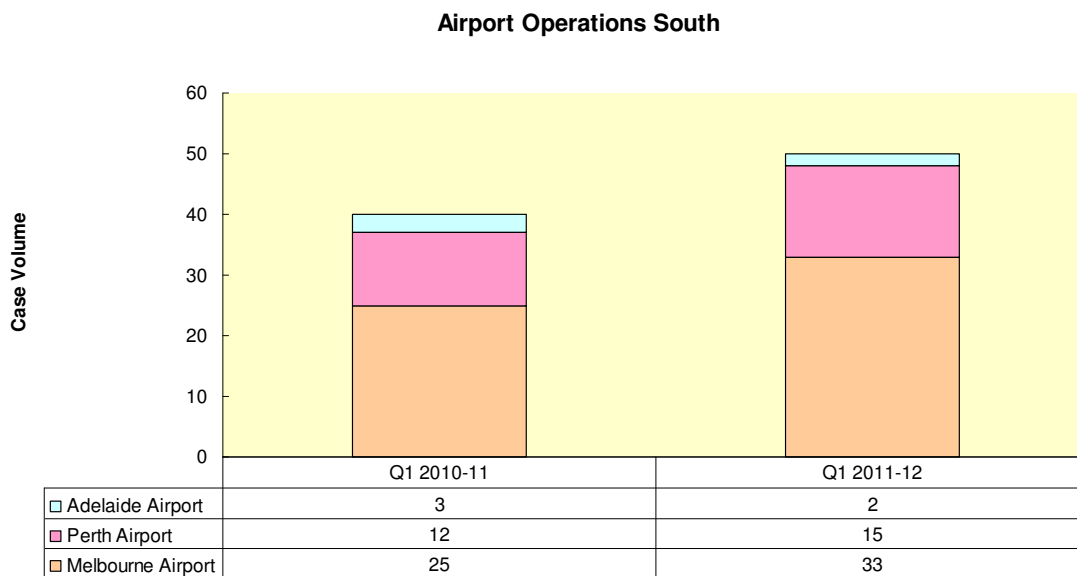
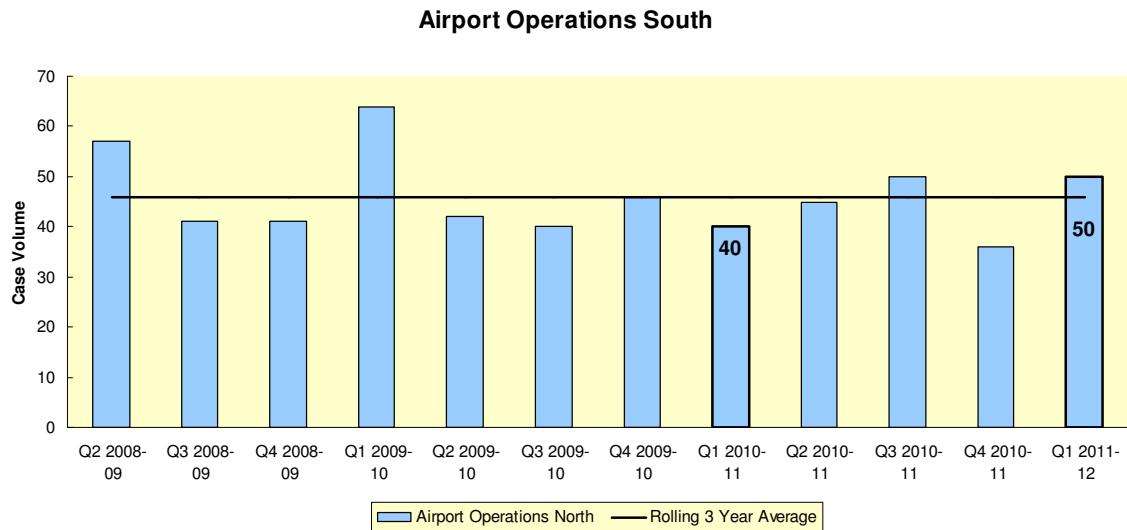
Key Issues (Symptoms)

Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Appreciated assistance	9	9	0%
Officer/s was helpful	4	5	25%
Appreciated facilitation	5	4	-20%
Officer/s was friendly	1	2	100%
Officer/s was professional	5	1	-80%

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).



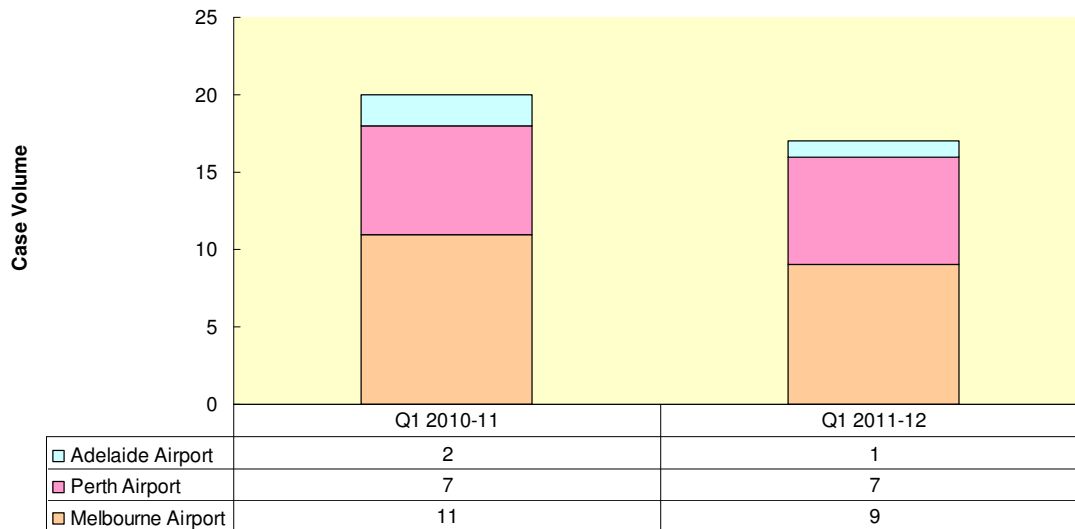
Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer was rude	8	14	75%
Queue delay	5	6	20%
Claim not made	0	5	-
Didn't expect duty/tax	5	4	-20%
Claim rejected	1	4	300%

Compliments

There were 17 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are down **15%** to the same period last year (20 cases).

Airport Operations South



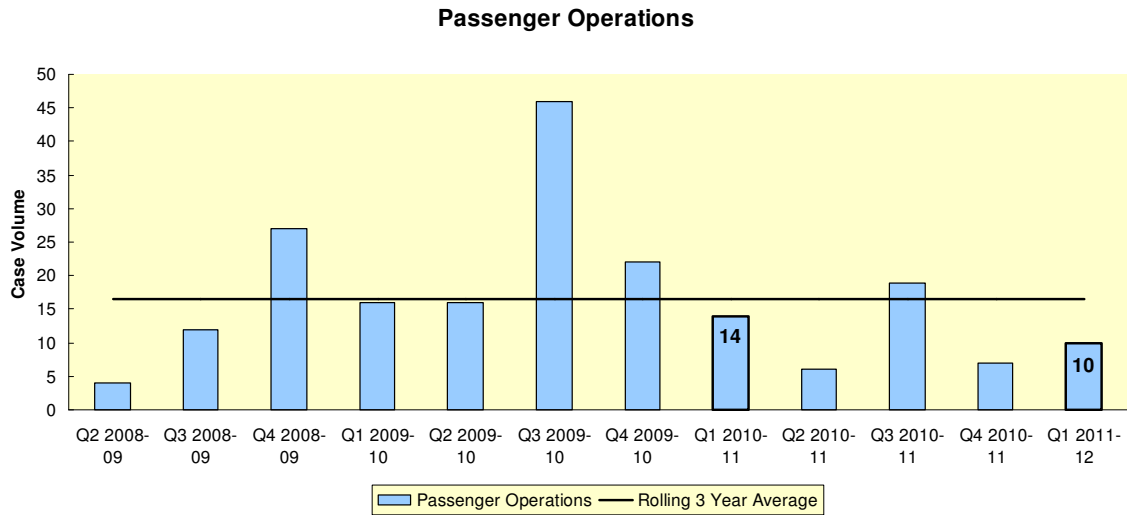
Key Issues (Symptoms)

Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Appreciated assistance	4	6	50%
Officer/s was professional	6	4	-33%
Officer/s was helpful	2	3	50%
Appreciated facilitation	5	2	-60%
Officer/s was efficient	1	1	0%

Passenger Operations

Complaints

There were 10 complaint cases attributable to Passenger Operations during the quarter. The complaints were down **29%** against the same period last year (14 cases).



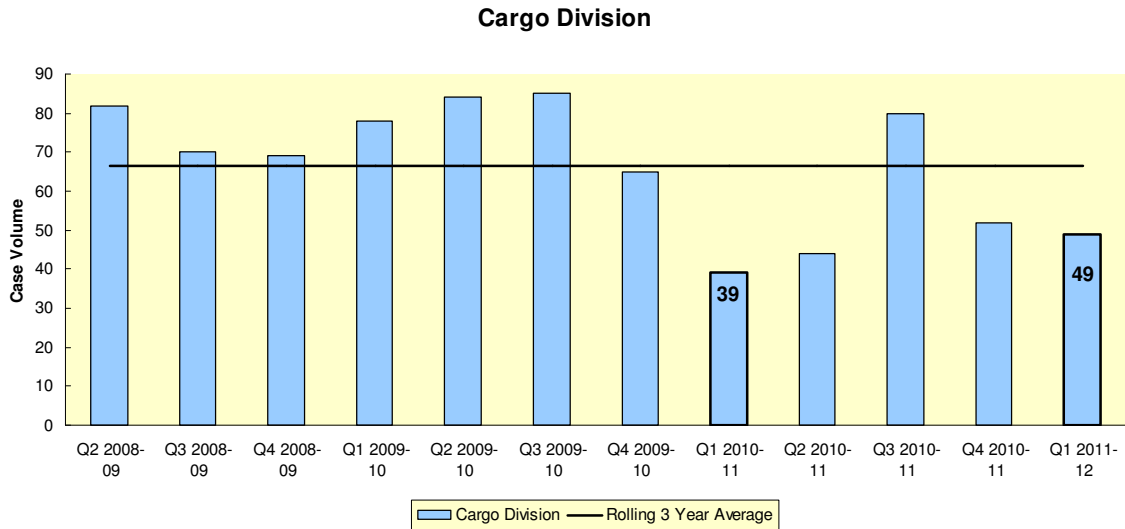
Compliments

There were zero compliment cases attributable to Passenger Operations during the quarter, one less than the same period last year.

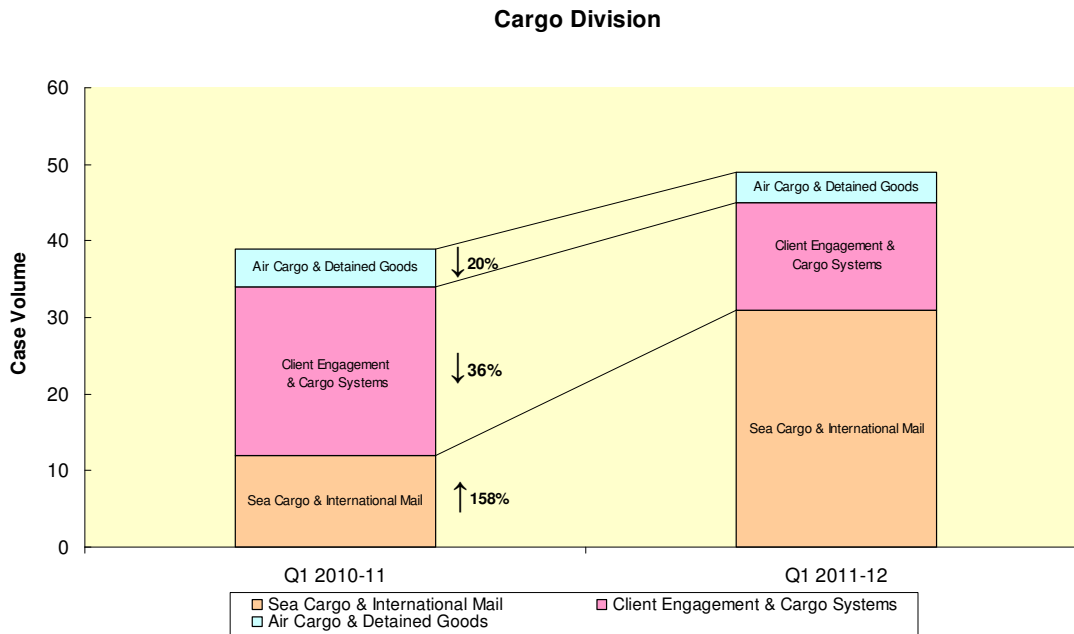
Cargo Division

Complaints

There were 49 complaint cases attributed to Cargo Division. This represents a **26%** increase over the same period last year (39 cases) and a **26%** decrease against the 3 year rolling average (66 cases).



Sea Cargo and International Mail showed an increase of **158%**, Client Engagement & Cargo Systems Branch had a decrease of **36%** and Air Cargo and Detained goods showed a decrease of **20%**.

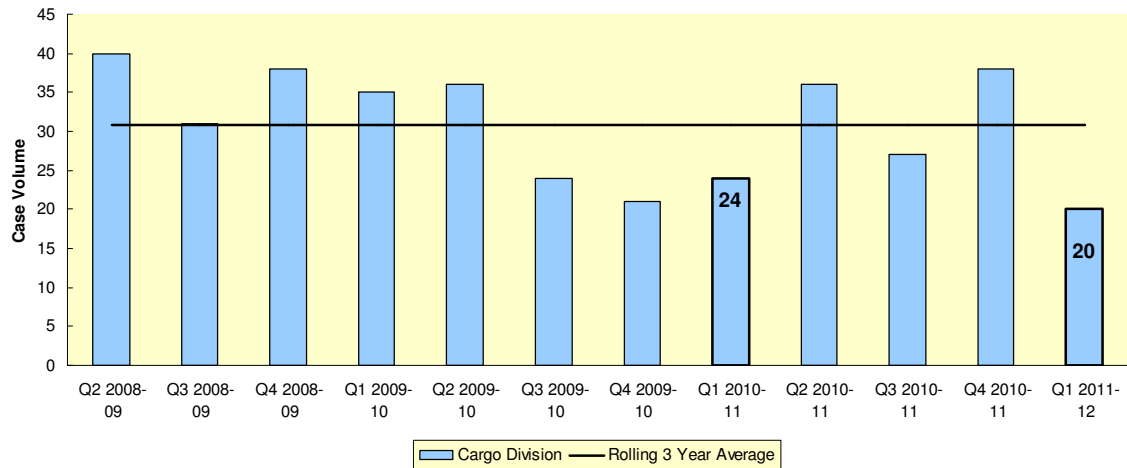


Case Volume			
Branch	Q1 2010-11	Q1 2011-12	Variance
Sea Cargo & International Mail	12	31	158%
Client Engagement & Cargo Systems	22	14	-36%
Air Cargo & Detained Goods	5	4	-20%
Total	39	49	26%

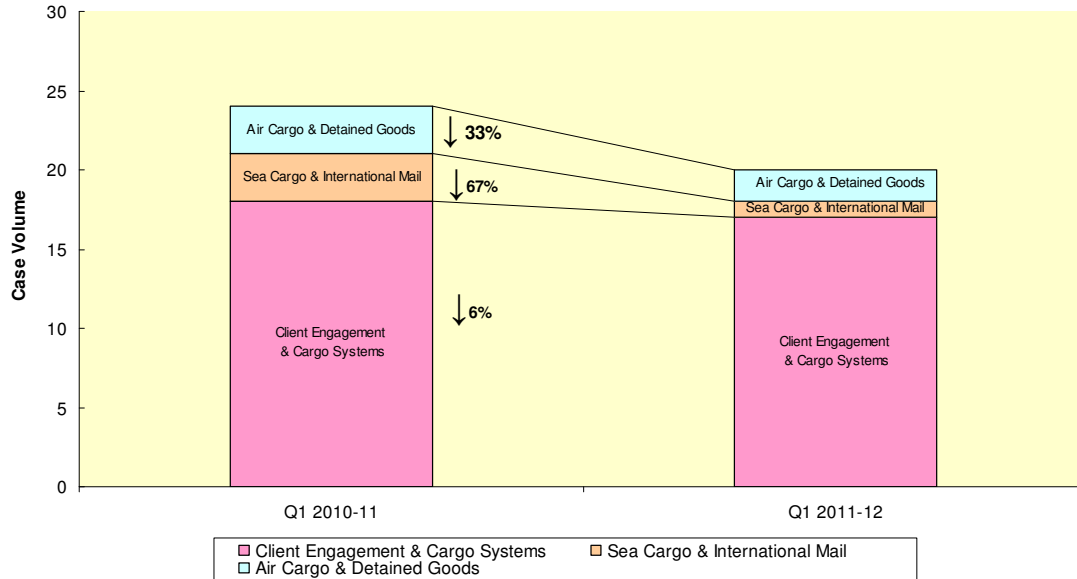
Compliments

There were 20 compliment cases logged and acknowledged during the quarter. This represents a **17% decrease** from the same period last year (24 cases) and represents a **35% decrease** against the 3 year rolling average (31 cases).

Cargo Division



Cargo Division



Case Volume			
Branch	Q1 2010-11	Q1 2011-12	Variance
Client Engagement & Cargo Systems	18	17	-6%
Sea Cargo & International Mail	3	1	-67%
Air Cargo & Detained Goods	3	2	-33%
Total	24	20	-17%

Statistics

Container Examination Facility Complaints			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Sydney	4	7,937	1,984
Adelaide	0	453	0
Melbourne	3	10,380	3,460
Brisbane	1	4,390	4,390
Fremantle	1	2,852	2,852
Darwin	0	74	0
Launceston	0	0	0
Townsville	0	57	0
Newcastle	0	11	0
Total	9	26154	2,906

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
July	1	37,210	7,313	26	44,549	44,549
August	1	43,579	7,449	56	51,084	51,084
September	1	37,508	7,912	138	45,558	45,558
Total	3	118,297	22,674	220	141,191	47,064

Key Issues (Symptoms) – Cargo Division

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Hold not removed	5	10	100%
Goods were damaged	3	10	233%
Goods were seized	2	7	250%
Process not explained	0	4	-
Officer was rude	4	3	-25%

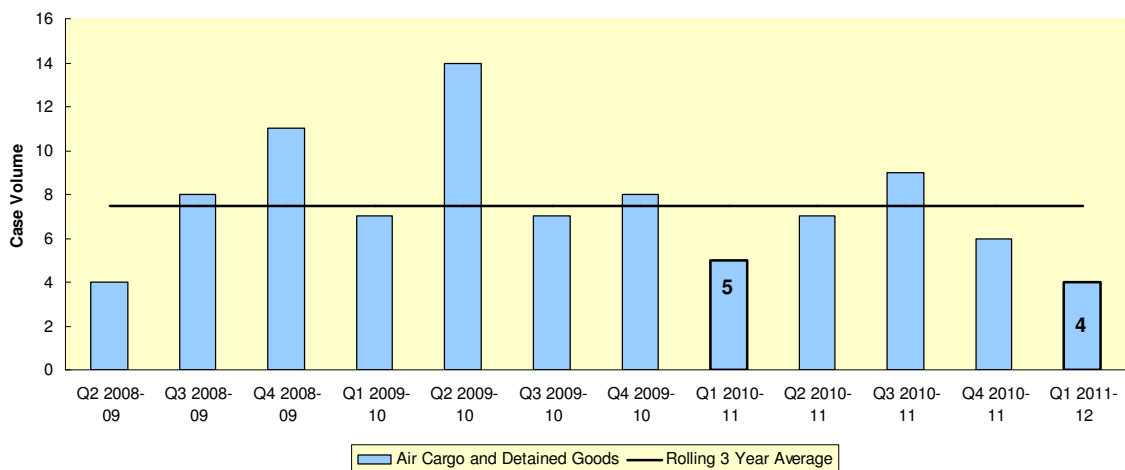
Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer/s was helpful	7	10	43%
Appreciated assistance	2	7	250%
Officer/s was professional	10	2	-80%
Officer/s was efficient	2	1	-50%
Officer/s was informative	1	0	-100%

Air Cargo and Detained Goods Management

Complaints

There were 4 complaint cases attributable to Air Cargo (3 complaints) and Detained Goods (1 complaint) during the quarter. The complaints this quarter are down **20%** on the same period last year (5 cases) and down **47%** on the 3 year rolling average (8 cases).

Air Cargo and Detained Goods



Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Goods were seized	1	1	0%
I'm Not Happy with the Policy	1	1	0%
Process took too long	1	1	0%
Goods were damaged	0	1	-
Unhappy with amount of time taken	1	0	-100%

Compliments

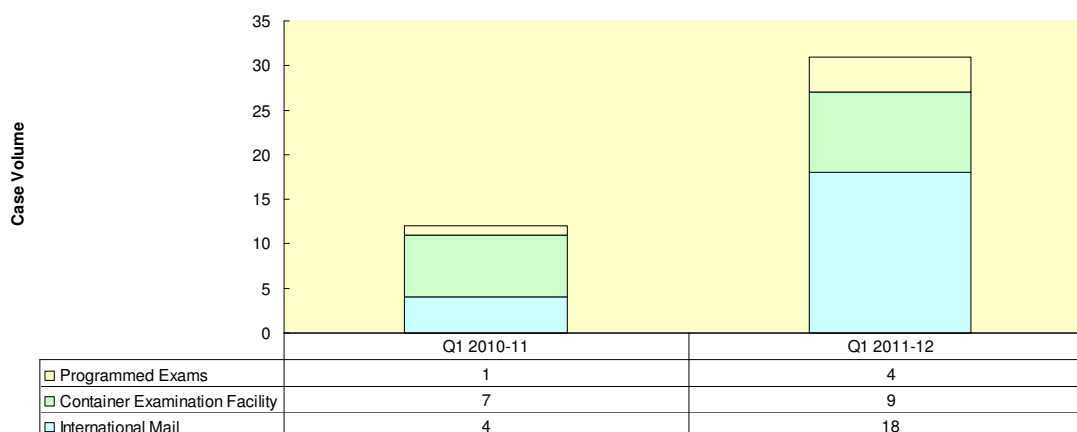
There were 2 compliment cases attributable to Air Cargo & Detained Goods during this quarter. This is down from 3 during the same period last year. Air Cargo received zero compliments and Detained Goods received 2 compliments during the current period.

Sea Cargo and International Mail

Complaints

There were 31 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are up **158%** on the same period last year (12 cases) and down **19%** on the 3 year rolling average (39 cases).

Sea Cargo and International Mail



Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Hold not removed	3	9	200%
Goods were damaged	3	9	200%
Goods were seized	1	6	500%
Where is my postal article	2	2	0%
Goods were missing	0	2	-

Compliments

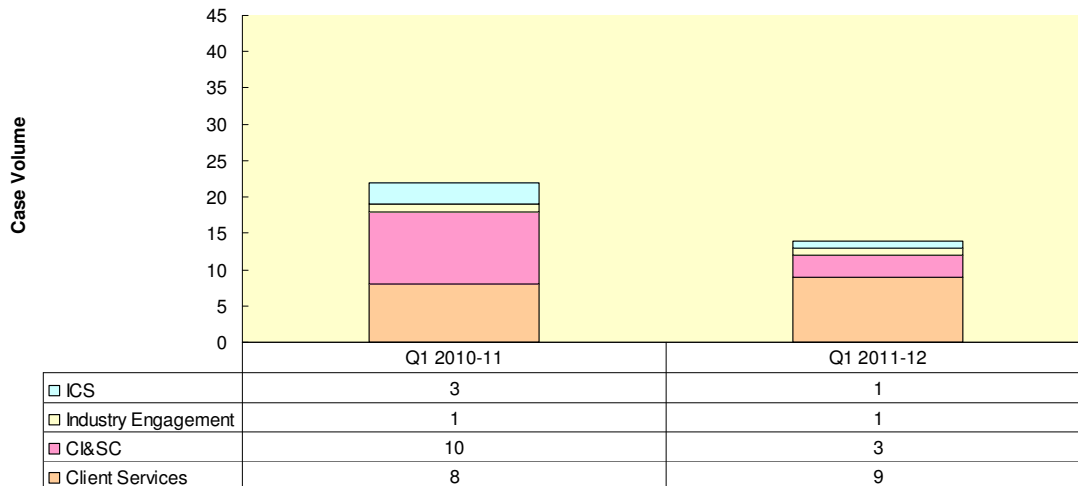
There were 1 compliment cases attributable to Sea Cargo and International during the quarter, down from 2 during the same period last year.

Client Engagement & Cargo Systems

Complaints

There were 14 complaint cases attributable to Client Engagement & Cargo Systems during the quarter. The complaints this quarter are down **36%** on the same period last year (22 cases) and are **31%** lower than the three year rolling average (20 cases).

Client Engagement & Cargo Systems



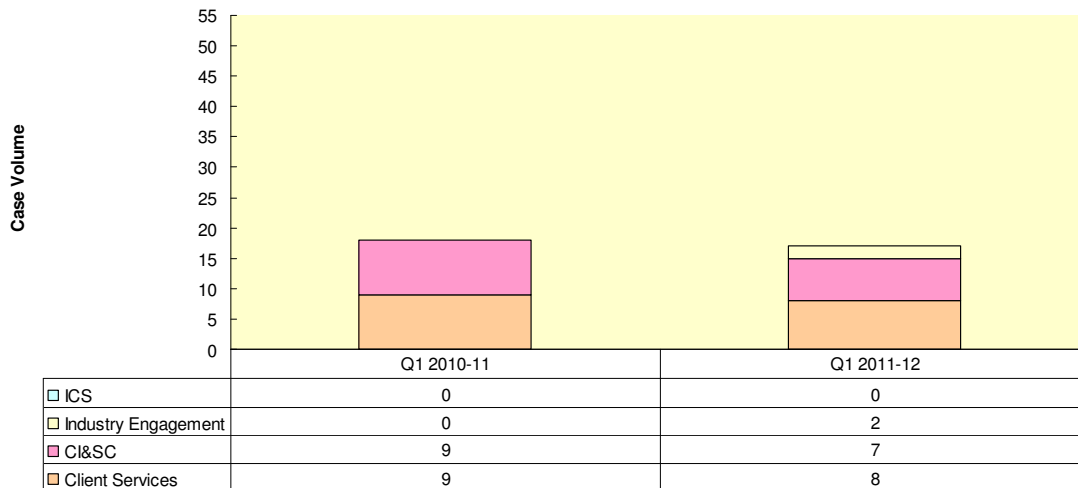
Key Issues Complaint (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer was rude	4	3	-25%
Process not explained	0	3	-
Misinformed by Customs	4	2	-50%
Process took too long	2	2	0%
Didn't expect duty/tax	1	2	100%

Compliments

There were 17 compliment cases attributable to Client Engagement and Cargo Systems during the quarter. The compliments this quarter have decreased **6%** on the same period last year (18 cases).

Client Engagement & Cargo Systems



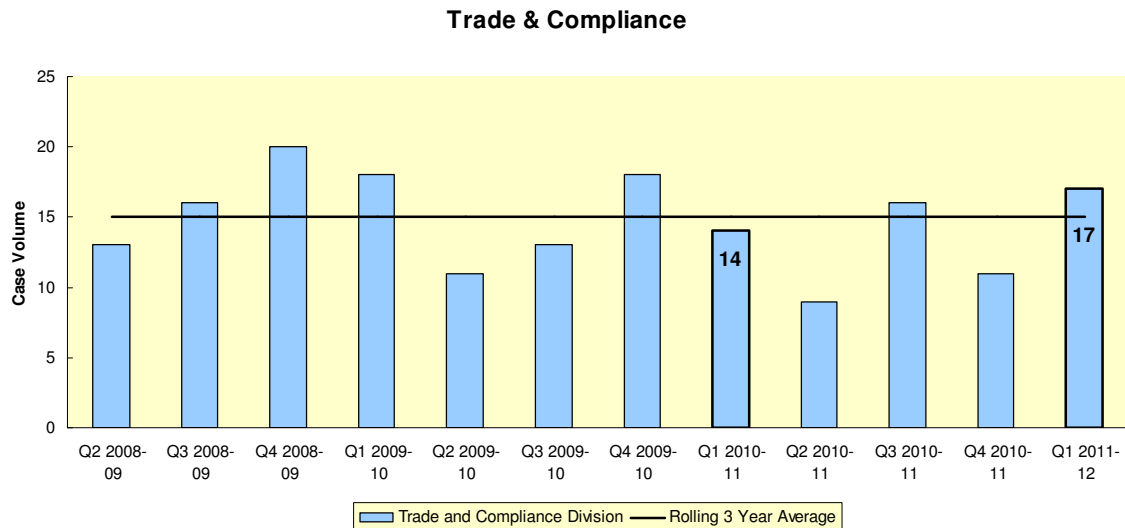
Key Issues (Symptoms)

Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Officer/s was helpful	4	9	125%
Appreciated assistance	2	5	150%
Officer/s was professional	10	2	-80%
Officer/s was efficient	1	1	0%
Officer/s was informative	1	0	-100%

Trade and Compliance Division

Complaints

There were 17 complaint cases logged and investigated during the quarter. This represents a **21%** increase over the same period last year (14 cases) and a **13%** increase on the 3 year rolling average (15 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Other	0	4	-
Process took too long	1	3	200%
Didn't expect duty/tax	0	2	-
I got the runaround	0	2	-
I'm Not Happy with the Policy	9	1	-89%

Compliments

There were 4 compliments cases logged and acknowledged during the quarter, down from 6 (**33%**) during the same period last year.

Key Issues (Symptoms)

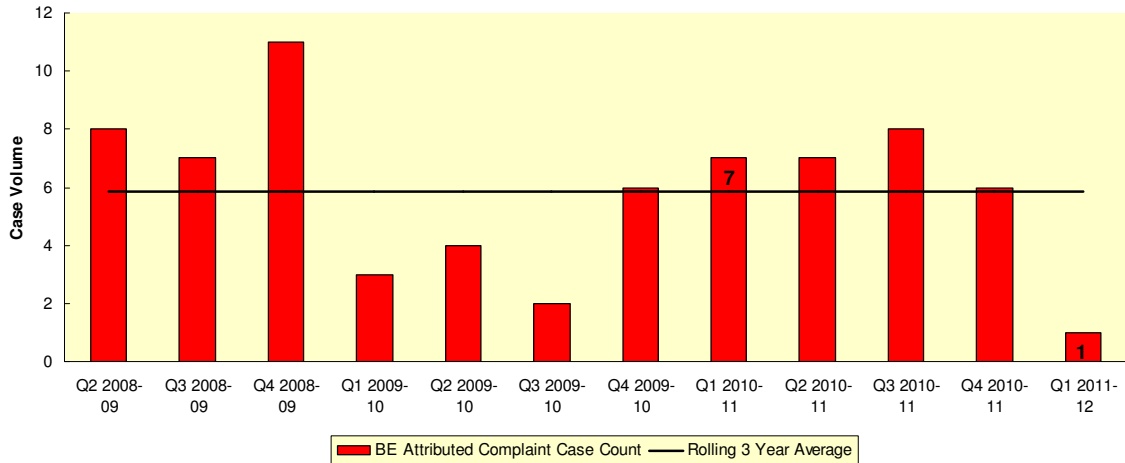
Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Appreciated assistance	1	2	100%
Officer/s was professional	4	1	-75%
Officer/s was helpful	0	1	-
Officer/s was informative	1	0	-100%

Border Enforcement³

Complaints

There was 1 complaint case logged and investigated during the quarter. This represents a decrease of **86%** from the same period last year (7 cases) and is down 83% from the 3 year rolling average (6 cases).

Border Enforcement



Case Volume			
Division	Q1 2010-11	Q1 2011-12	Variance
Enforcement & Investigation Division	3	1	-67%
Maritime Operations Support Division	0	0	0%
Border Protection Command Division	4	0	-100%
Total	7	1	-86%

Key Issues (Symptoms)

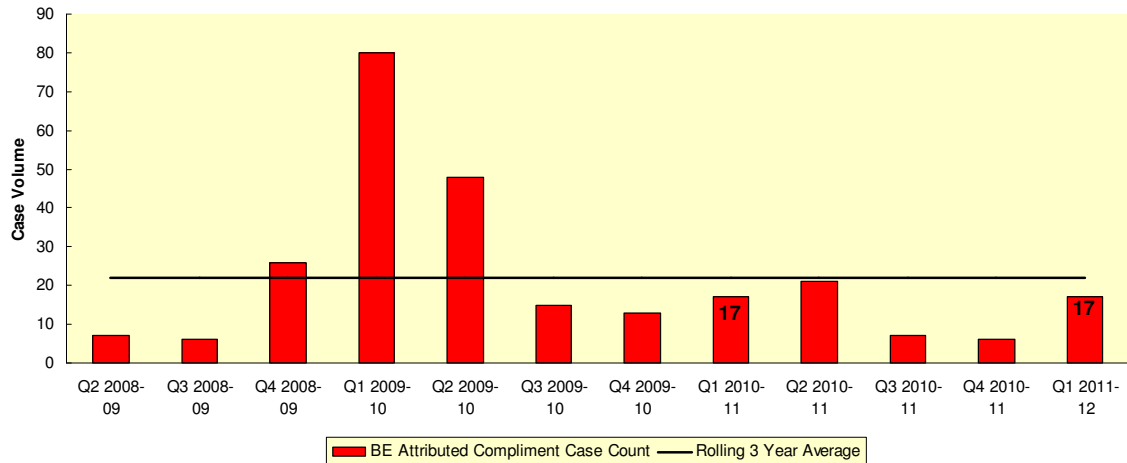
Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Other	5	1	-80%
Unhappy with selection	1	0	-100%
Process not explained	1	0	-100%

³ Border Enforcement statistics no longer include Targeting Operations data. Targeting Operations data is now included in Corporate Operations statistics.

Compliments

There were 17 compliment cases logged and acknowledged during the quarter. This represents no change to the same period last year (17 cases) and a **22% decrease** against the 3 year rolling average (22 cases).

Border Enforcement



Case Volume			
Division	Q1 2010-11	Q1 2011-12	Variance
Maritime Operations Support Division	11	10	-9%
Enforcement & Investigation Division	6	5	-17%
Border Protection Command Division	0	2	-
Total	17	17	0%

Key Issues (Symptoms)

Compliment			
Issue	Q1 2010-11	Q1 2011-12	Variance
Facilities were appreciated	1	9	800%
Other	0	2	-
Officer/s was efficient	0	2	-
Appreciated assistance	8	1	-88%
Officer/s was professional	6	1	-83%

Enforcement & Investigation Division

Complaints

There was 1 complaint case logged and acknowledged during the quarter. This represents a **67%** decrease on same period last year (3 cases) and is **80%** lower than the 3 year rolling average (5 cases).

Compliments

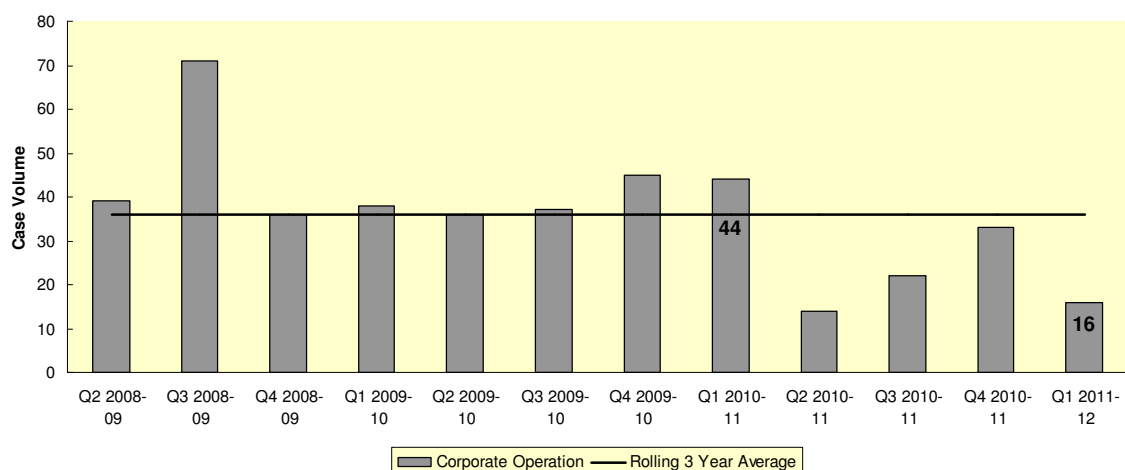
There were 5 compliment cases logged and acknowledged during the quarter, which is a **17%** decrease from the same period last year (6 case), and is **3%** higher than the 3 year rolling average (5 cases).

Corporate Operations⁴

Complaints

There were 16 complaint cases logged and investigated during the quarter. This represents a decrease of **64%** over the same period last year (44 cases) and a **55%** decrease against the 3 year rolling average (36 cases).

Corporate Operations



Case Volume			
Division	Q1 2010-11	Q1 2011-12	Variance
People & Place Division	6	0	-100%
Customs IT	0	2	-
Intel & Targeting	37	13	-65%
Integrity & Professional Standards	1	1	0%
Financial Services Division	0	0	0%
Total	44	16	-64%

Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Always Held	10	7	-30%
Hold not removed	21	5	-76%
Unhappy with selection	3	1	-67%
Other	2	1	-50%
Conduct of Officer in public location	0	1	-

Compliments

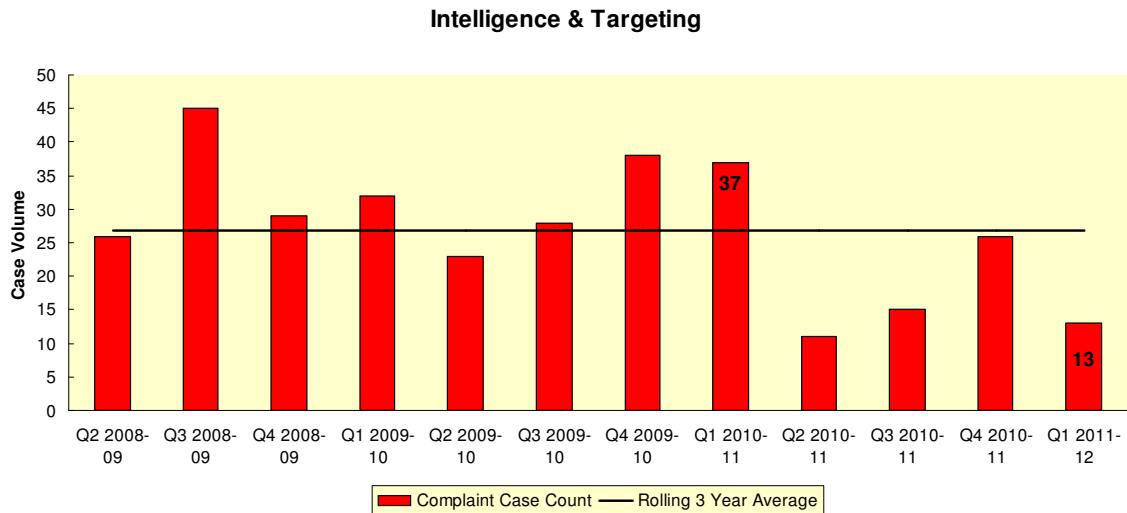
There were 3 compliment cases logged and acknowledged during the quarter, compared to 2 during the same period last year.

⁴ Data includes Targeting Operations statistics.

Intelligence & Targeting Division

Complaints

There were 13 complaint cases logged and investigated during the quarter. This represents a **65%** decrease over the same period last year (37 cases) and a **52%** decrease against the 3 year rolling average (27 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q1 2010-11	Q1 2011-12	Variance
Always Held	10	7	-30%
Hold not removed	21	5	-76%
Unhappy with selection	3	1	-67%
Not advised of application of border hold	2	0	-100%
Always searched	1	0	-100%

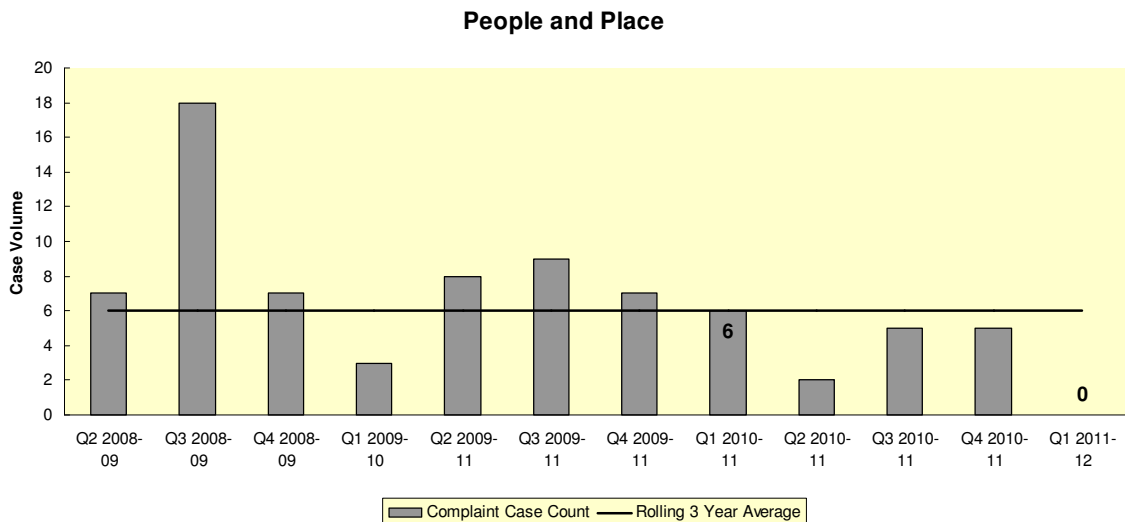
Compliments

There was no compliment case attributable to Intelligence & Targeting Division during the quarter, compared to 1 compliment during the previous period last year.

People and Place Division

Complaints

There were 0 complaint cases logged and investigated during the quarter, down from 6 cases during the same period last year.



Compliments

There were 3 compliment cases logged and acknowledged during the quarter, up from 1 during the same period last year.

Customs IT

Complaints

There were 2 complaint cases logged and investigated during the quarter, up from 0 cases during the same period last year.

Integrity & Professional Standards

Complaints

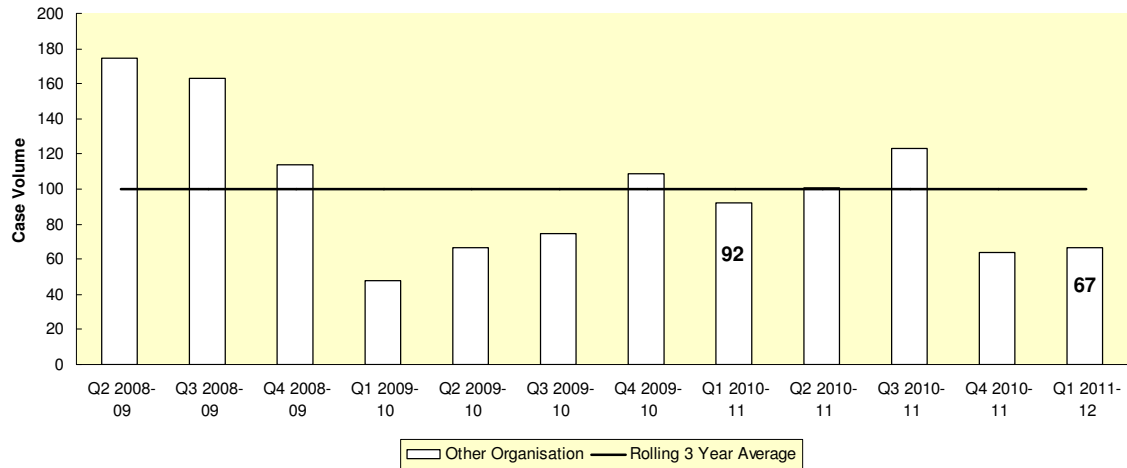
There was 1 complaint case logged and investigated during the quarter, which is the same as during the same period last year.

Not Attributed

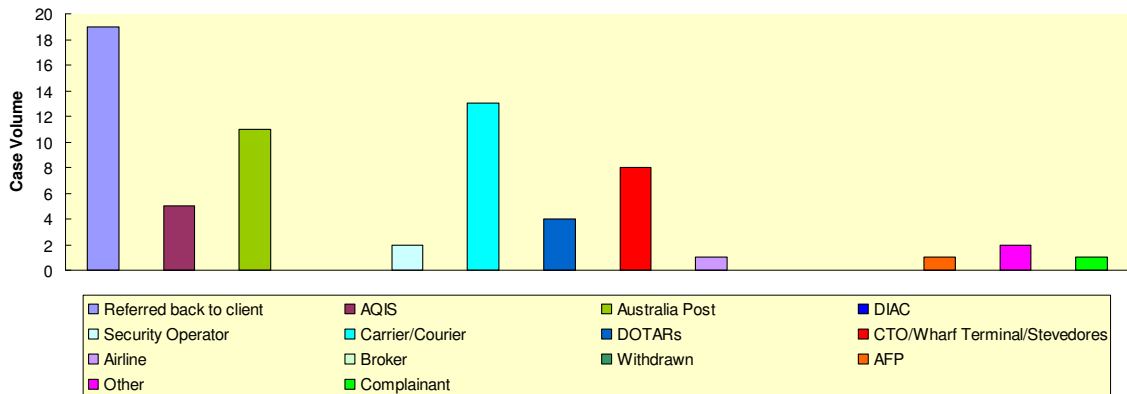
Complaints

There were 67 complaint cases logged that were attributed to other organisations or referred back to the client, during the quarter. This represents a **37%** decrease over the same period last year (92 cases) and a **33%** decrease against the 3 year rolling average (100 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 2011 quarter the average and median response times were:

Complaints

Average **12.1** working days

Median **6** working days

Compliments

Average **1** working day

Median **1** working day

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	Q1 2010-11	Q1 2011-12	Variation
Email	367	299	-19%
Website feedback form	63	47	-25%
Letter	33	18	-45%
Brochure	30	23	-23%
1800 228 227	25	29	16%
Remote	9	1	-89%
an external agency	6	5	-17%
Fax	2	0	-100%
Total	535	422	-21%

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