



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

October - December 2010

CORPORATE CONNECT

MELBOURNE

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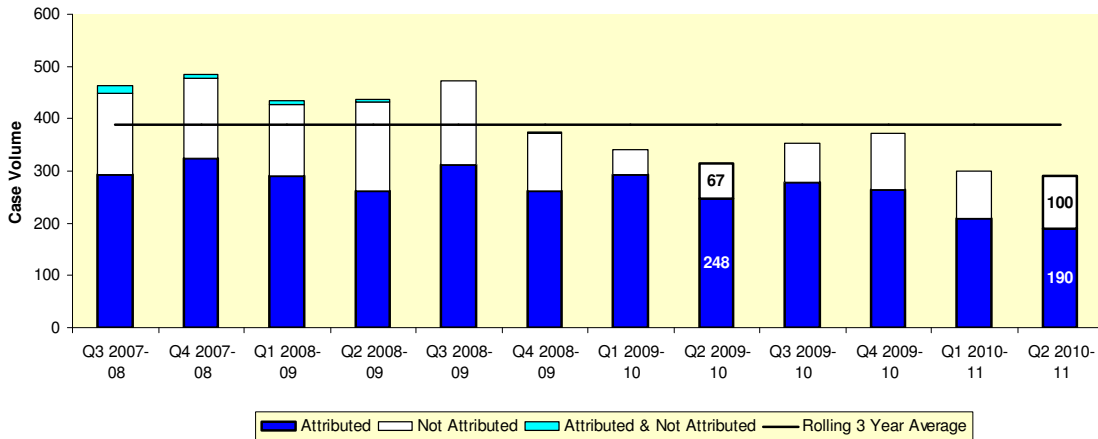
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EXECUTIVE SUMMARY

All Complaints

There were 290 unique complaint cases logged and investigated during the quarter. This represents an **8%** decrease over the same period last year (315 unique cases) and a **25%** decrease against the 3 year rolling average (387 unique cases).

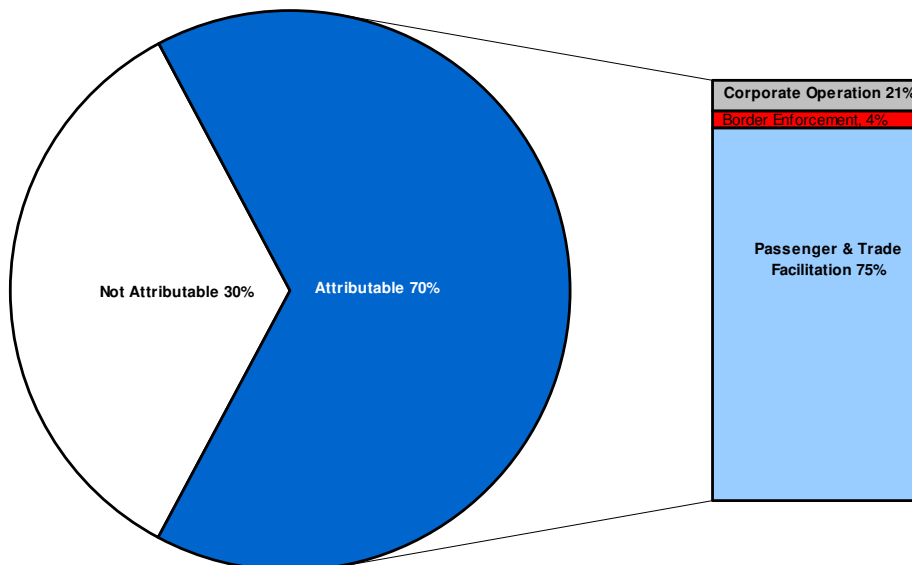
Customs and Border Protection



Attributable complaint cases accounted for 190 of the 290 cases logged and investigated. This represents a **23%** decrease to the figure recorded for the same period last year (248 attributed cases) and represents a **30%** decrease over the rolling three year average (272 attributed cases).

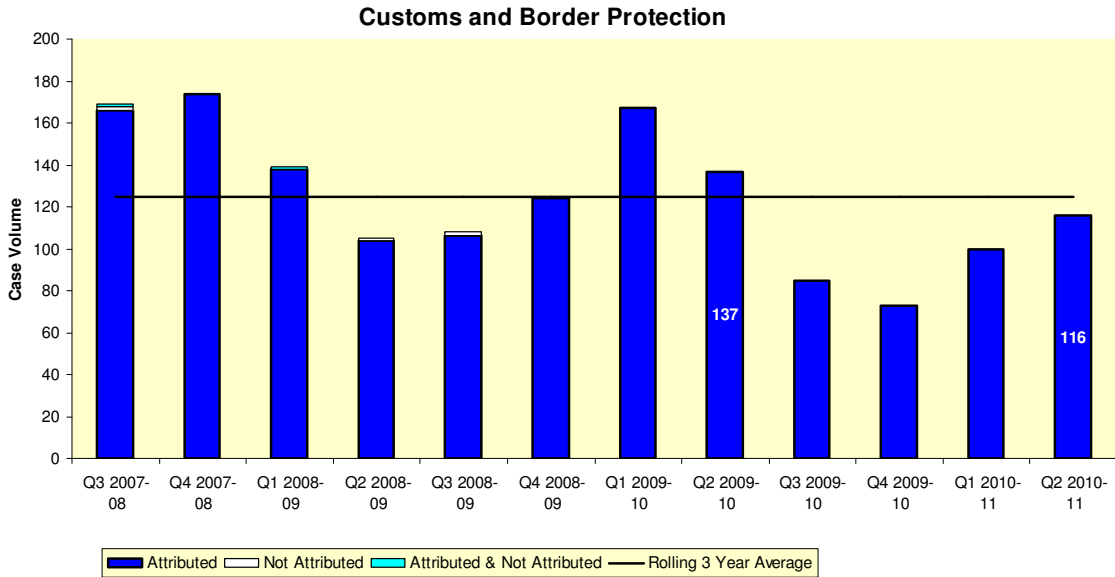
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

Customs and Border Protection



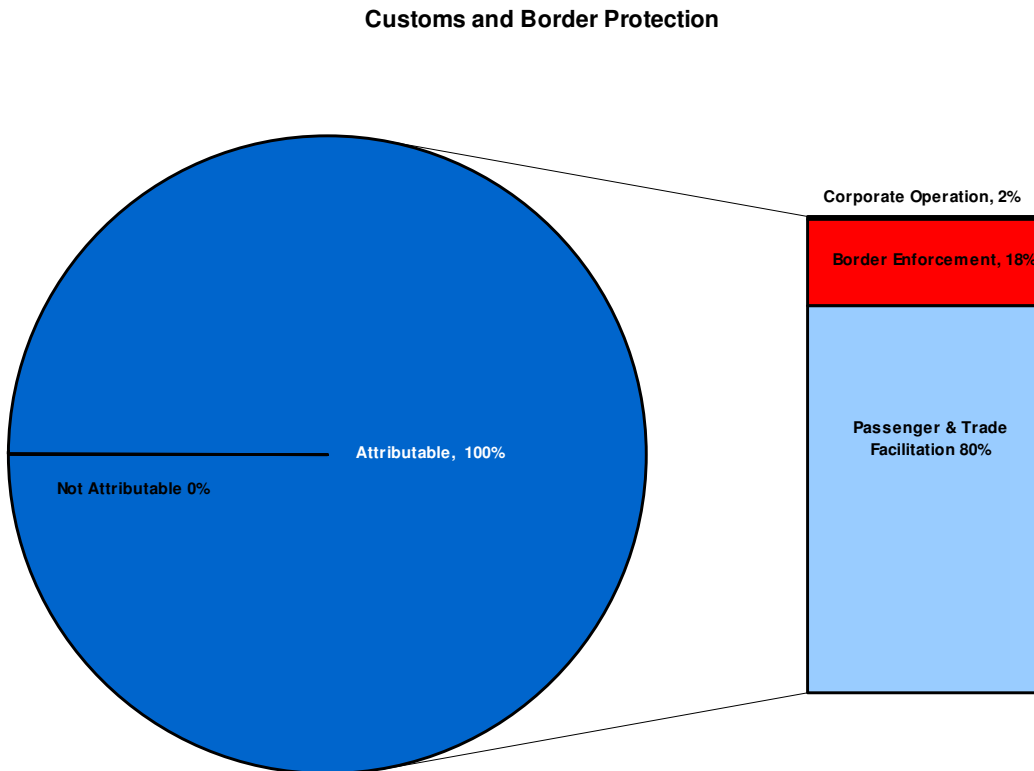
All Compliments

There were 116 compliment cases logged and acknowledged during the quarter. This represents a **15%** decrease over the same period last year (137 unique cases) and a **7%** decrease against the 3 year rolling average (125 unique cases).



Attributable compliment cases account for all of the 116 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		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment	1.64 : 1	-9%
Complaints to Air Movements ²	1 : 71057	-4%
Complaints to TEU inspected ³ 1. ALL 2. CEF only ⁴	1. TEU (ALL) 1: 2314 2. TEU (CEF Only) 1: 4243	1. 237% 2. 482%
Complaints to Postal Articles inspected ⁵	1 : 1758531	22%
Complaints to Air Cargo Articles inspected ⁶	1 : 64283	138%
Customs Information and Support Centre (CI&SC) complaints to contacts ⁷	1 : 25142	127%

Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	21	37	76%
Hold not removed	34	15	-56%
Queue delay	6	15	150%
Unhappy with selection	13	13	0%
Claim rejected	7	11	57%

Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Appreciated assistance	35	33	-6%
Officer/s was helpful	31	27	-13%
Officer/s was professional	28	22	-21%
Appreciated facilitation	6	10	67%
Process was efficient	0	8	-

¹ 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.

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

³ 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.

⁴ All CEF sea cargo related complaints to total TEU inspected at CEFs nationally figures are supplied by CPR.

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

⁶ All air cargo complaints to air cargo inspections figures are supplied by CPR.

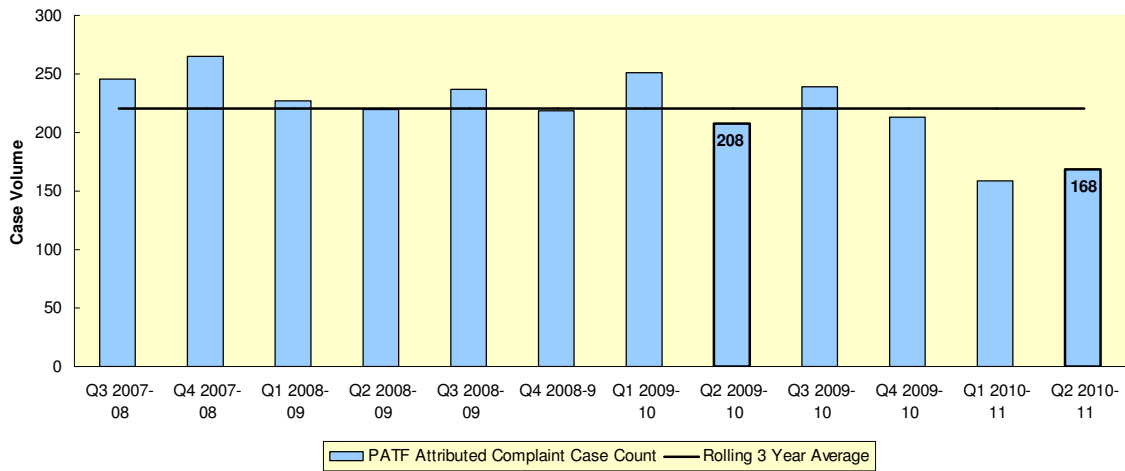
⁷ All CI&SC related complaints to CI&SC contacts figures are supplied by CI&SC (including calls offered).

Passenger & Trade Facilitation

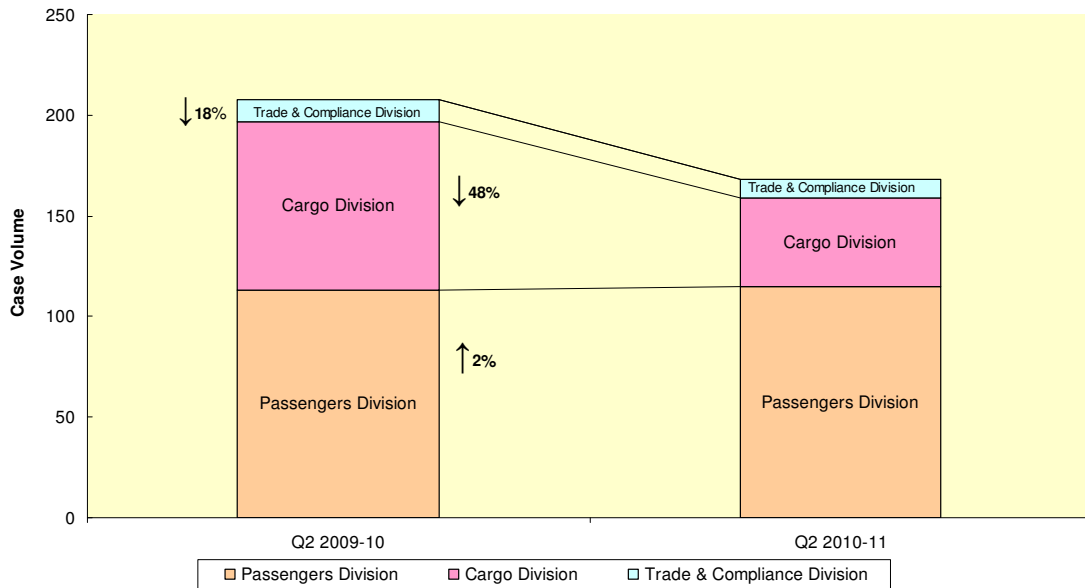
Complaints

There were 168 complaint cases logged and investigated during the quarter. This represents a **19%** decrease over the same period last year (208 cases) and a **24%** decrease against the 3 year rolling average (221 cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation

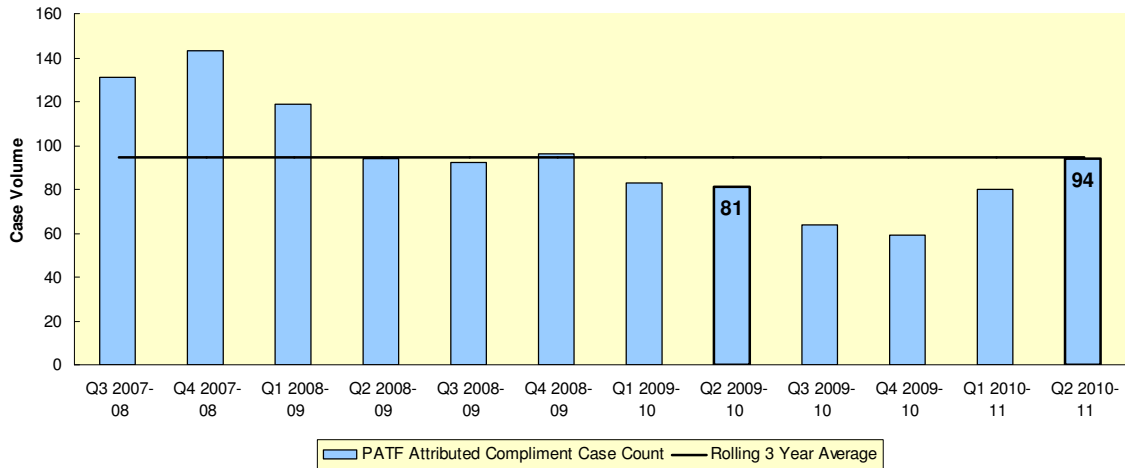


Division	Q2 2009-10	Q2 2010-11	Variance
Passengers Division	113	115	2%
Cargo Division	84	44	-48%
Trade & Compliance Division	11	9	-18%
Total	208	168	-19%

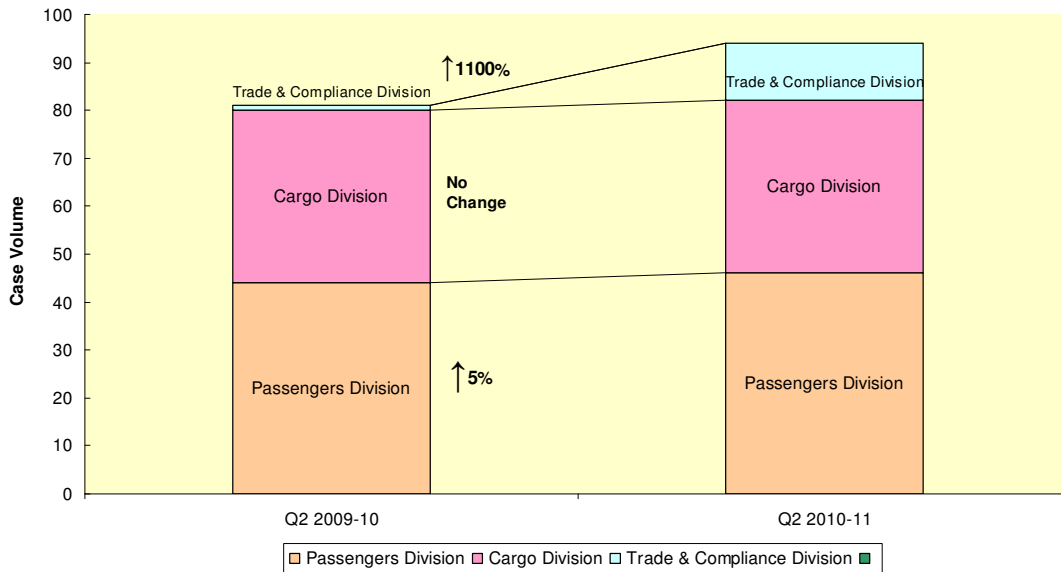
Compliments

There were 94 compliment cases logged and acknowledged during the quarter. This represents a **16%** increase over the same period last year (81 unique cases) but a **1%** decrease against the 3 year rolling average (95 unique cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation



Case Volume			
Division	Q2 2009-10	Q2 2010-11	Variance
Passengers Division	44	46	5%
Cargo Division	36	36	0%
Trade & Compliance Division	1	12	1100%
Total	81	94	16%

Key Issues – (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	21	37	43%
Queue delay	6	15	60%
Claim rejected	7	11	36%
Hold not removed	25	10	-60%
Unhappy with selection	7	9	32%

Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Appreciated assistance	30	25	-36%
Officer/s was helpful	24	23	-4%
Officer/s was professional	15	19	21%
Appreciated facilitation	6	10	40%
Process was efficient	0	5	-

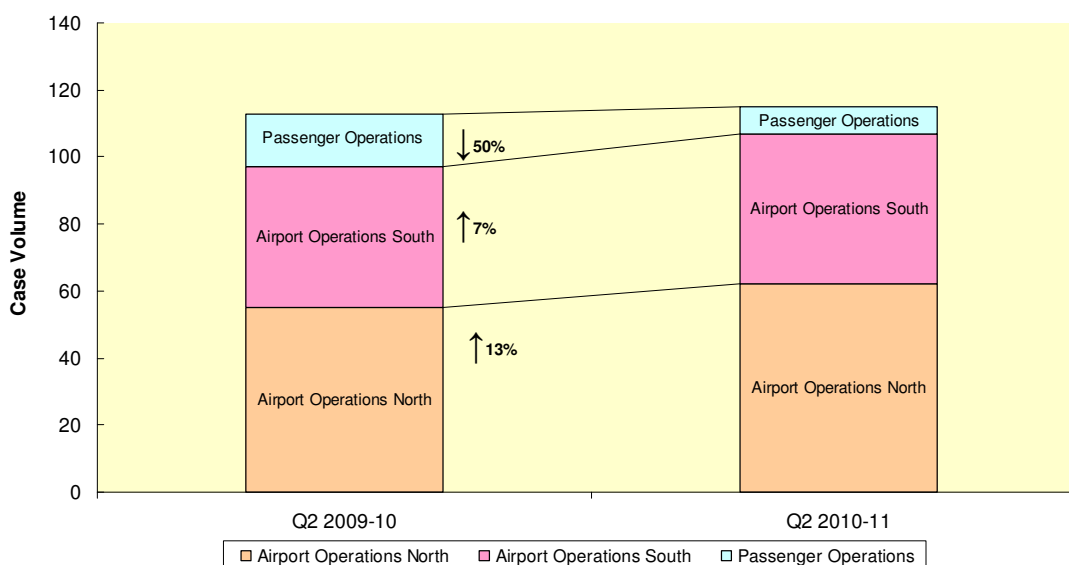
Passengers Division

Complaints

There were 115 complaint cases logged and investigated during the quarter. This represents a **2%** increase over the same period last year (113 cases) but a **12%** decrease on the 3 year rolling average (131 cases).

The overall increase in complaint cases for Passengers Division (**2%**) is comprised of increases in Airport Operations North (**13%**), Airport Operations South (**7%**), offset by a decrease in Passenger Operations (**50%**).

Passengers Division

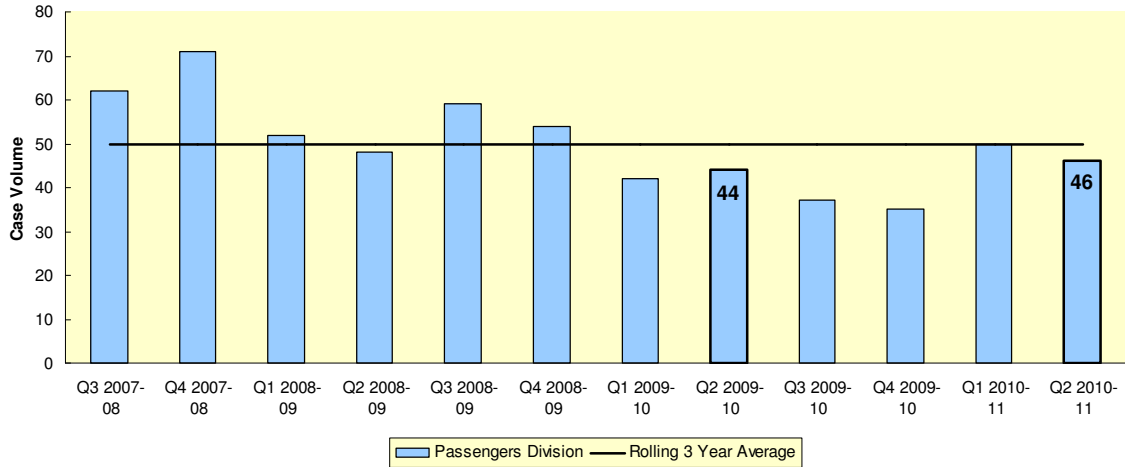


Case Volume			
Branch	Q2 2009-10	Q2 2010-11	Variance
Airport Operations North	55	62	13%
Airport Operations South	42	45	7%
Passenger Operations	16	8	-50%
Total	113	115	2%

Compliments

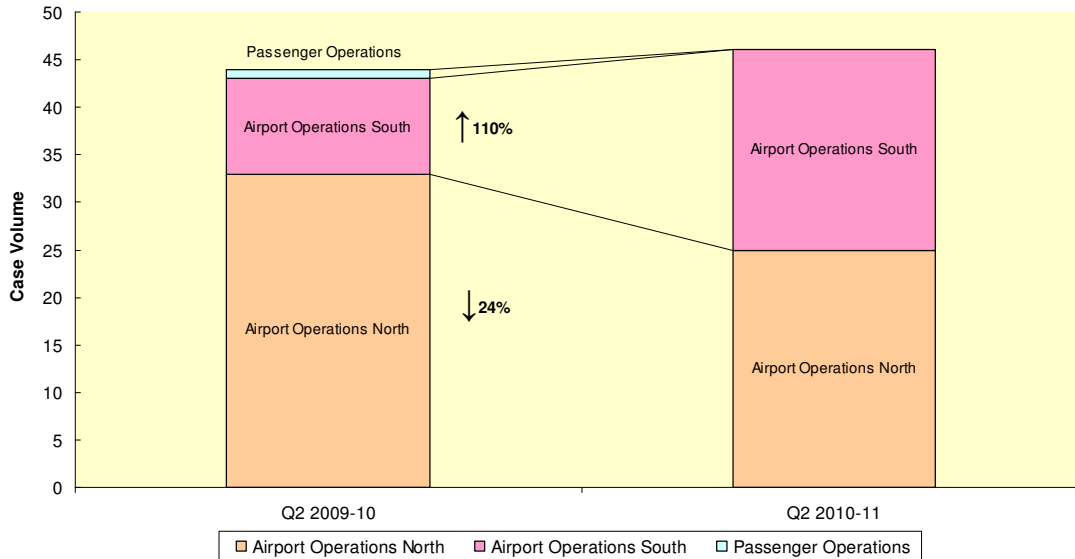
There were 46 compliment cases logged and acknowledged during the quarter. This represents a **5%** increase over the same period last year (44 cases) and an **8%** decrease on the 3 year rolling average (50 cases).

Passengers



The increase in compliment cases for Passengers Division (**5%**) is comprised of a decrease in cases attributed to the Airport Operations North Branch (**24%**) and a small reduction in cases attributed to Passenger Operations whilst Airport Operation South Branch experienced an increase in cases (**110%**).

Passengers Division



Case Volume			
Branch	Q2 2009-10	Q2 2010-11	Variance
Airport Operations North	33	25	-24%
Airport Operations South	10	21	110%
Passenger Operations	1	0	-
Total	44	46	5%

Statistics – Passengers Division

Airport Complaints for Q2 2010-11				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	1	79,431	77,278	156,709
Airport Operations Sydney	38	1,596,589	1,593,018	83,937
Airport Operations Melbourne	30	845,015	859,725	56,825
Airport Operations Brisbane	18	574,438	588,771	64,623
Airport Operations Perth	12	448,902	444,671	74,464
Airport Operations Darwin	1	50,112	57,562	107,674
Airport Operations Gold Coast	4	100,169	113,182	53,338
Airport Operations Adelaide	3	77,991	73,527	50,506
Passenger Operations	8	0	0	0
Total	115	3,772,647	3,807,734	65,916

Key Issues (Symptoms) – Passengers Division

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	18	29	61%
Queue delay	6	15	150%
Claim rejected	7	11	57%
Unhappy with selection	5	5	0%
Unhappy about 30 minute rule	5	5	0%

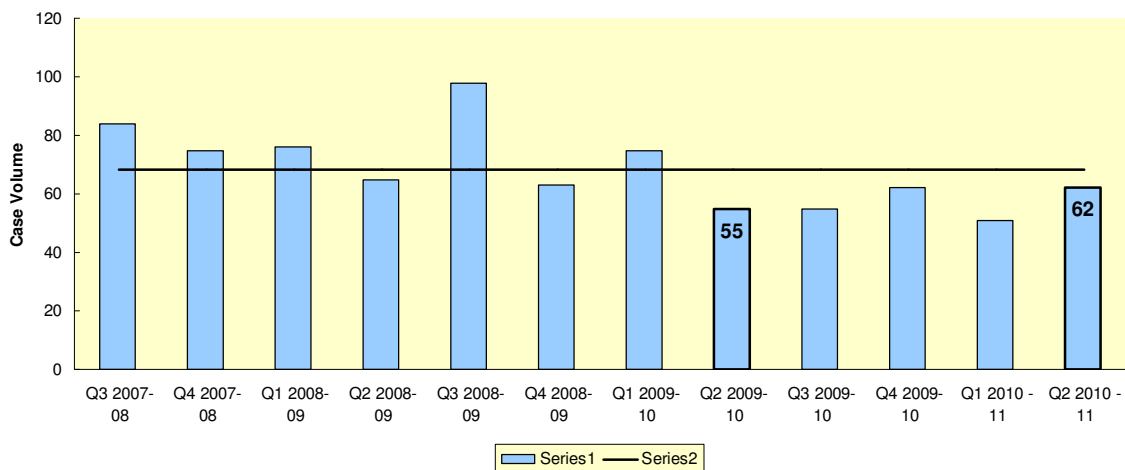
Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Appreciated assistance	20	14	-30%
Appreciated facilitation	6	10	67%
Officer/s was professional	3	7	133%
Officer/s was helpful	9	6	-33%
Process was efficient	0	4	-

Airport Operations North

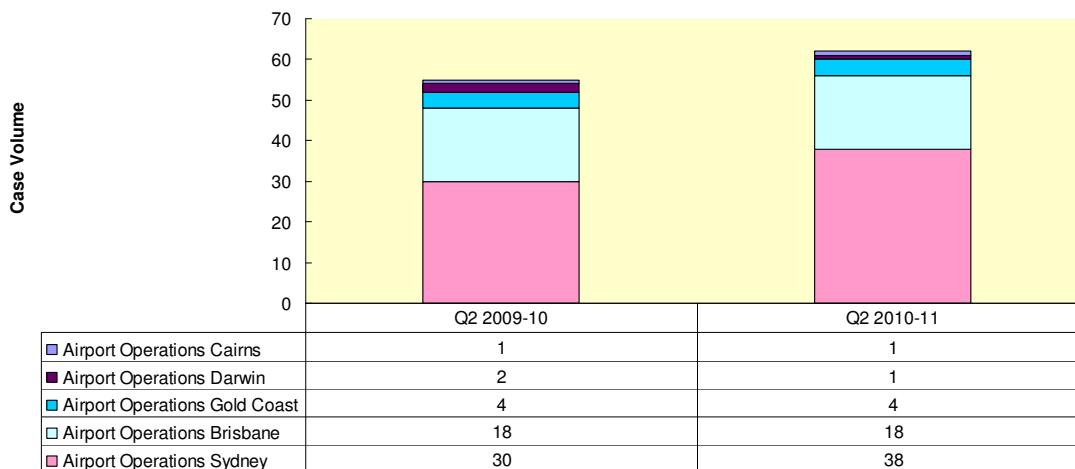
Complaints

There were 62 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter were up **13%** against the same period last year (55 cases).

Airport Operations North



Airport Operations North



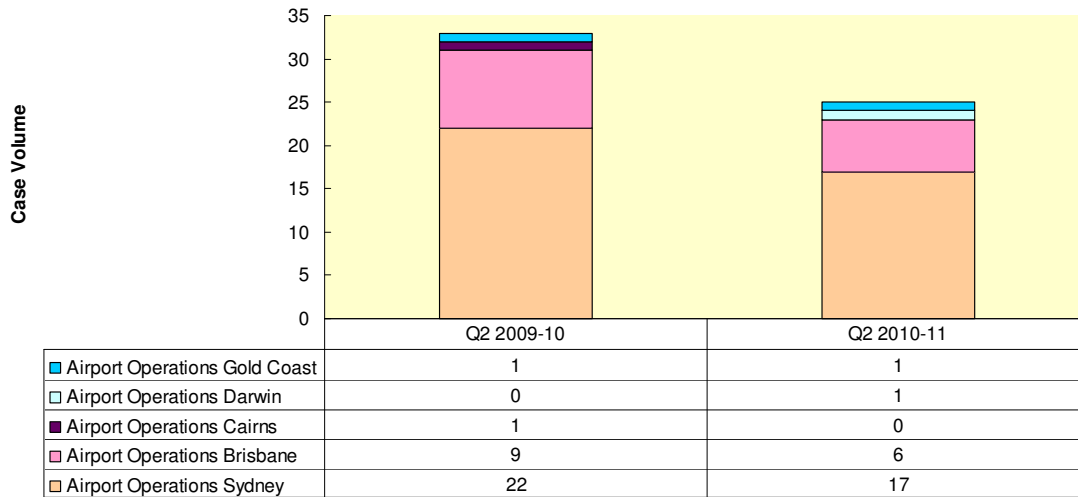
Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	8	18	125%
Claim rejected	2	8	300%
Queue delay	4	7	75%
Unhappy with selection	3	4	33%
Unhappy about 30 minute rule	3	3	0%

Compliments

There were 25 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **24%** against the same period last year (33 cases).

Airport Operations North



Key Issues (Symptoms)

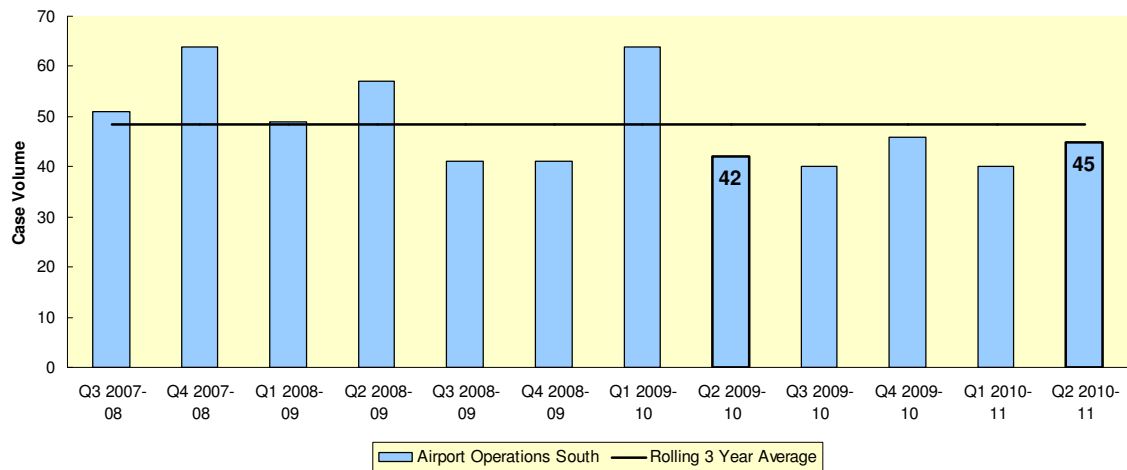
Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Appreciated assistance	17	9	-47%
Officer/s was professional	3	5	67%
Officer/s was helpful	5	4	-20%
Appreciated facilitation	5	2	-60%
Officer/s was friendly	3	2	-33%

Airport Operations South

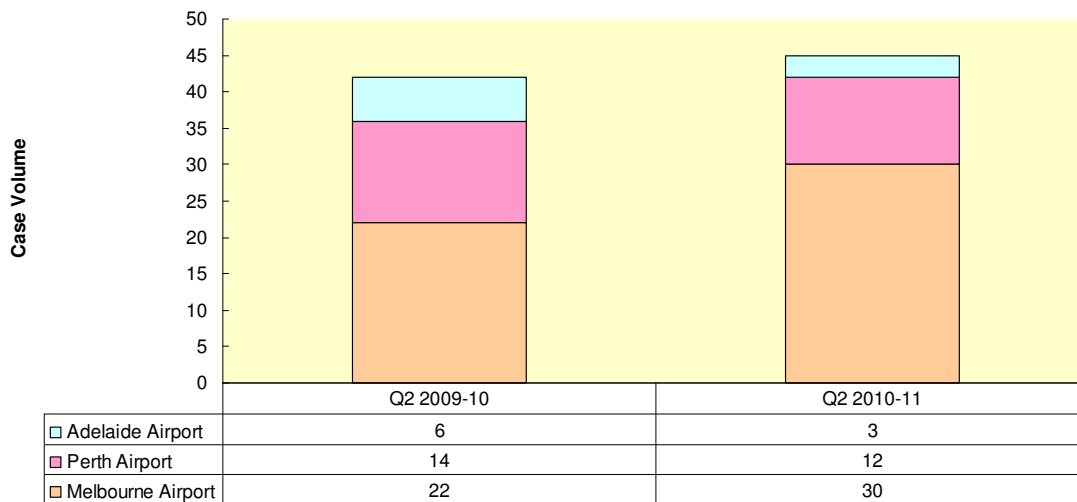
Complaints

There were 45 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are up 7% on the same period last year (42 cases).

Airport Operations South



Airport Operations South



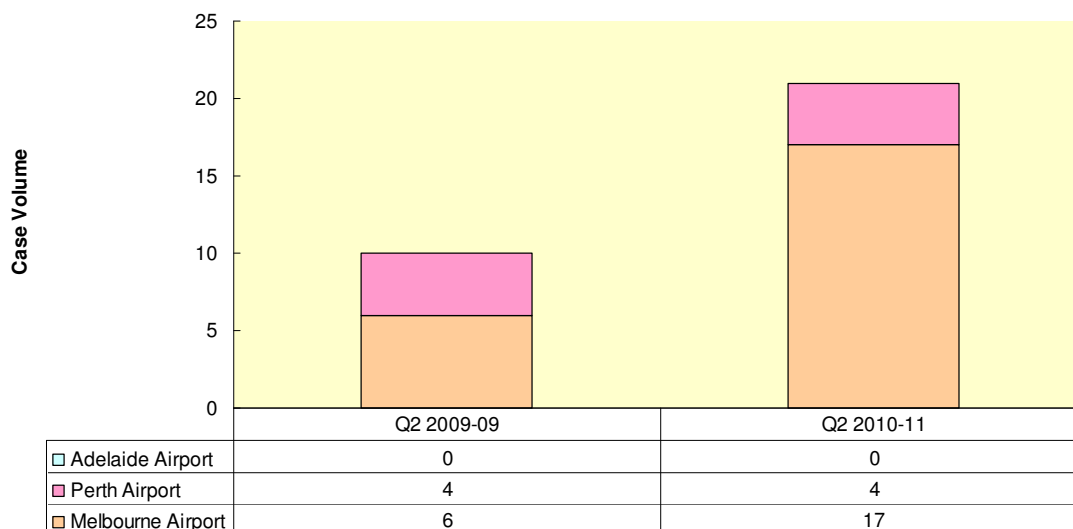
Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	10	11	10%
Queue delay	1	8	700%
Claim rejected	2	3	50%
I didn't like the questions	5	2	-60%
Always searched	2	2	0%

Compliments

There were 21 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are up **110%** against the same period last year (10 cases).

Airport Operations South



Key Issues (Symptoms)

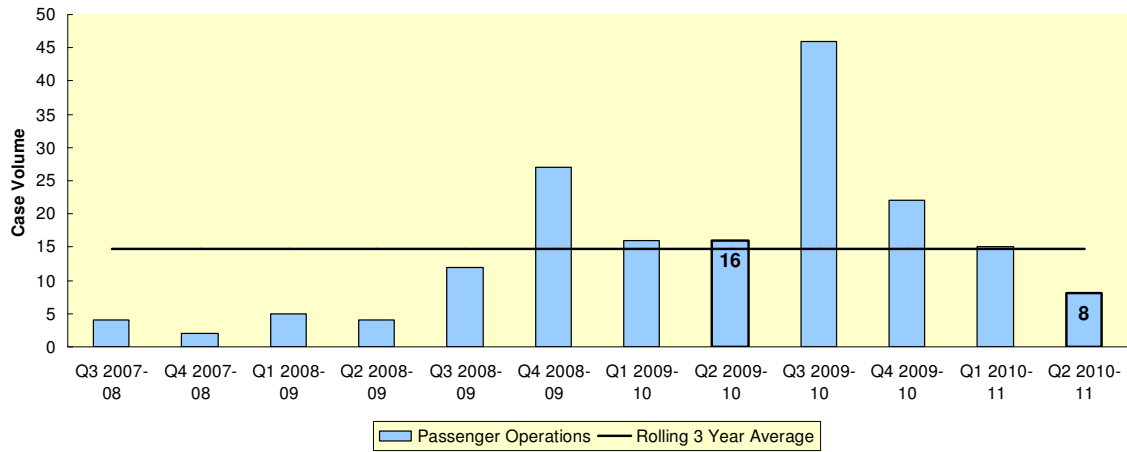
Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Appreciated facilitation	0	8	-
Appreciated assistance	3	5	67%
Officer/s was helpful	4	2	-50%
Officer/s was efficient	0	2	-
Officer/s was professional	0	2	-

Passenger Operations

Complaints

There were 8 complaint cases attributable to Passenger Operations during the quarter. The complaints were down **50%** against the same period last year (16 cases).

Passenger Operations



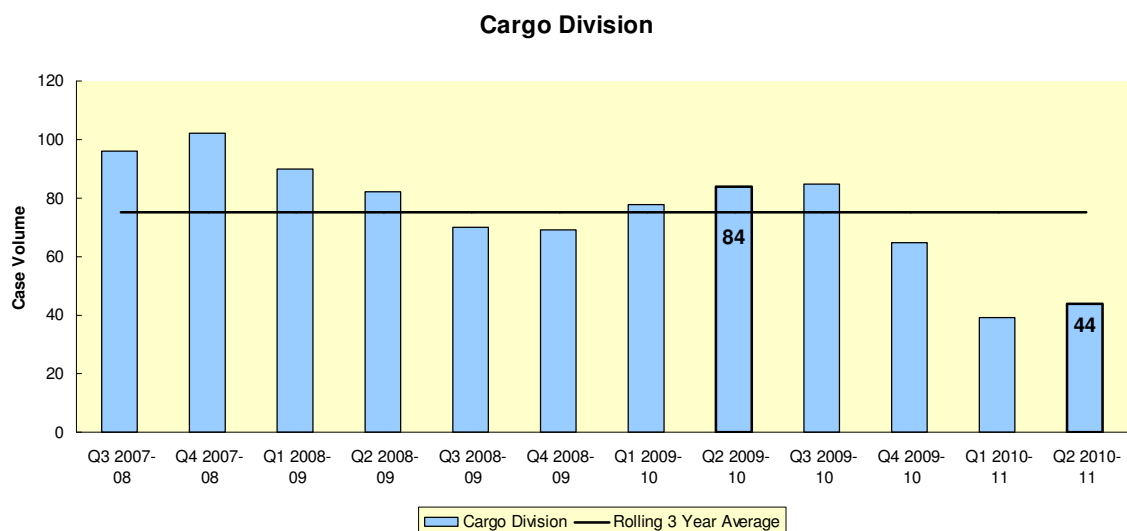
Compliments

There were no compliment cases attributable to Passenger Operations during the quarter, down from 1 compliment received in the same period last year.

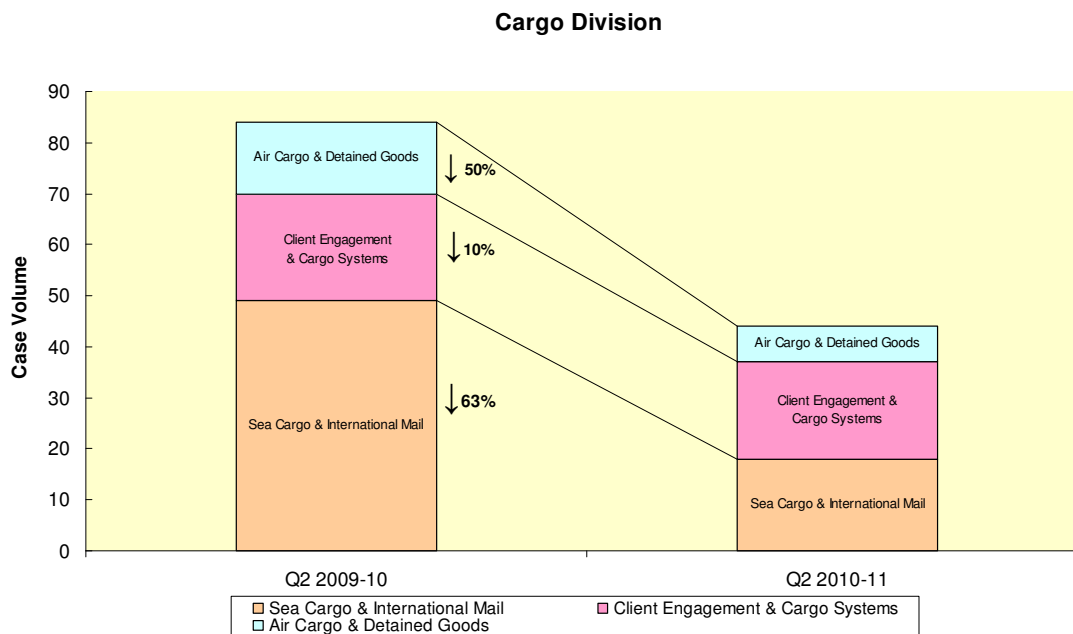
Cargo Division

Complaints

There were 44 complaint cases attributed to Cargo Division. This represents a **48%** decrease over the same period last year (84 cases) and a **42%** decrease against the 3 year rolling average (75 cases).



Sea Cargo and International Mail showed a decrease of **63%**, Client Engagement & Cargo Systems Branch had a decrease of **10%** and Air Cargo and Detained goods showed a decrease of **50%**.

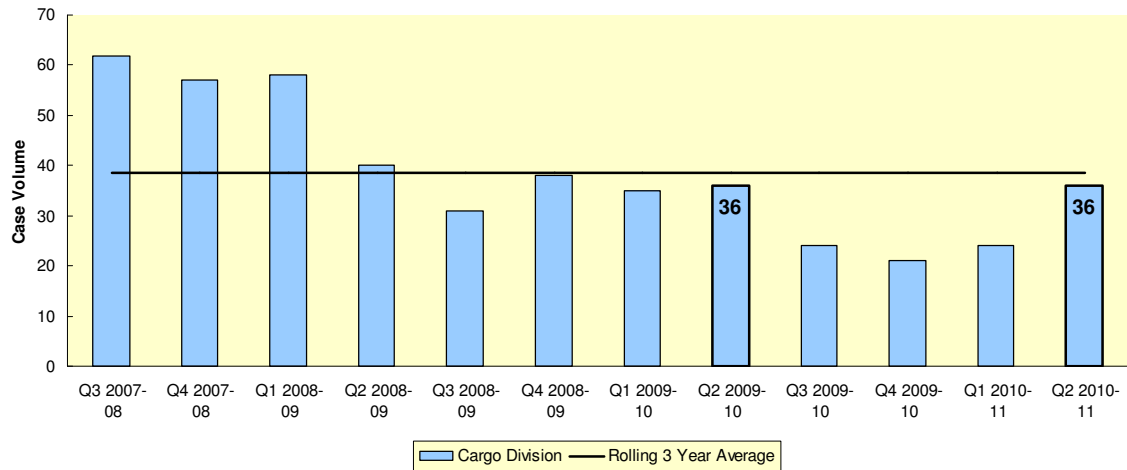


Case Volume			
Branch	Q2 2009-10	Q2 2010-11	Variance
Sea Cargo & International Mail	49	18	-63%
Client Engagement & Cargo Systems	21	19	-10%
Air Cargo & Detained Goods	14	7	-50%
Total	84	44	-48%

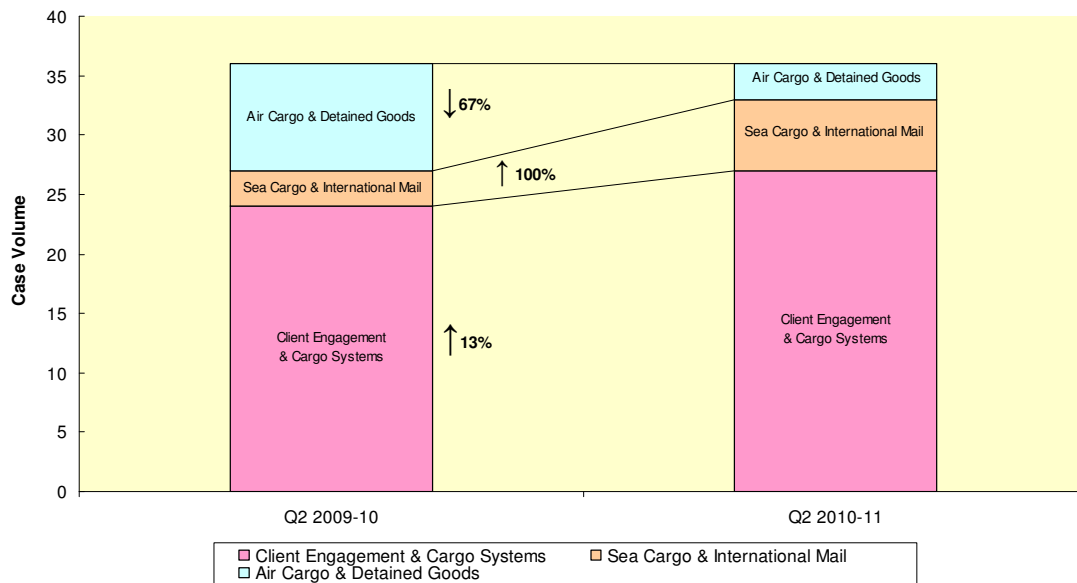
Compliments

There were 36 compliment cases logged and acknowledged during the quarter. This is unchanged from the same period last year (36 cases) and represents a **6%** decrease against the 3 year rolling average (39 cases).

Cargo Division



Cargo Division



Case Volume			
Branch	Q2 2009-10	Q2 2010-11	Variance
Client Engagement & Cargo Systems	24	27	13%
Sea Cargo & International Mail	3	6	100%
Air Cargo & Detained Goods	9	3	-67%
Total	36	36	0%

Statistics

Container Examination Facility Complaints⁸			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Melbourne	0	10339	0
Sydney	1	8625	8625
Brisbane	2	3019	1509
Fremantle	2	2871	1435
Adelaide	1	372	372
Townsville	0	44	0
Launceston	0	105	0
Newcastle	0	9	0
Darwin	0	73	0
Total	6	25457	4242

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
October	3	26,192	7,325	34	33,551	11,184
November	3	28,568	7,510	39	36,117	12,039
December	1	27,977	6,765	63	34,805	34,805
Total	7	82,737	21,600	136	104,473	14,925

Key Issues (Symptoms) – Cargo Division

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	3	8	167%
Hold not removed	24	7	-71%
Goods were damaged	8	7	-13%
Process took too long	1	5	400%
Unhappy with amount of time taken	2	3	50%

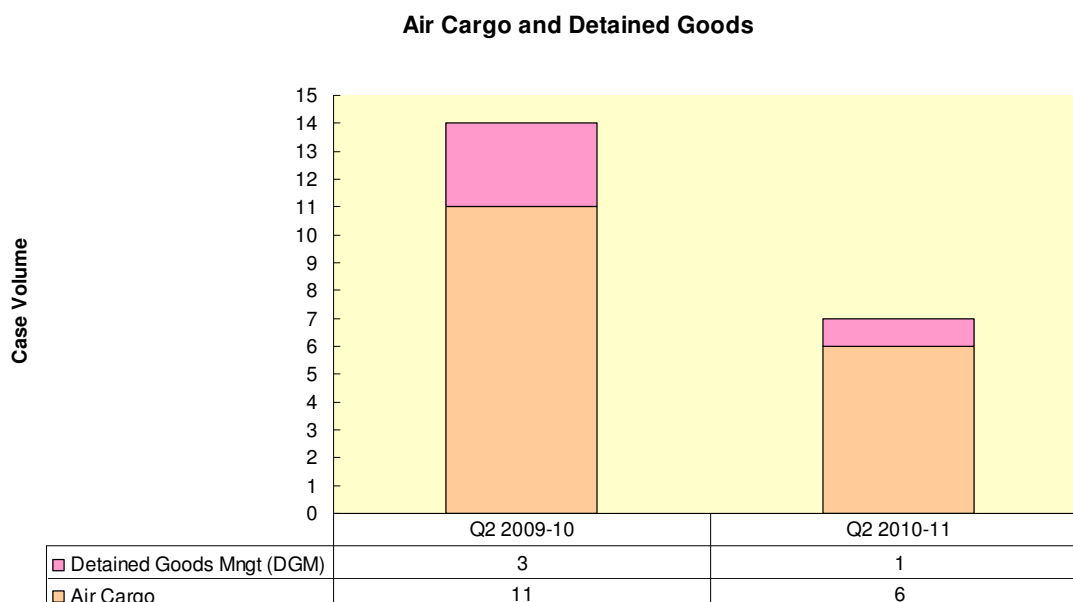
Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer/s was helpful	15	14	-7%
Officer/s was professional	11	8	-27%
Appreciated assistance	10	7	-30%
Officer/s was informative	0	3	-
Officer/s was efficient	0	2	-

⁸ TEU figures supplied by Corporate Performance Reporting.

Air Cargo and Detained Goods Management

Complaints

There were 7 complaint cases attributable to Air Cargo and Detained Goods during the quarter. The complaints this quarter are down **50%** on the same period last year (14 cases) and down **13%** on the 3 year rolling average (8 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Unhappy with amount of time taken	1	3	200%
Goods were seized	2	1	-50%
I'm Not Happy with the Policy	1	1	0%
Unhappy with selection	0	1	-
Hold not removed	2	1	-50%

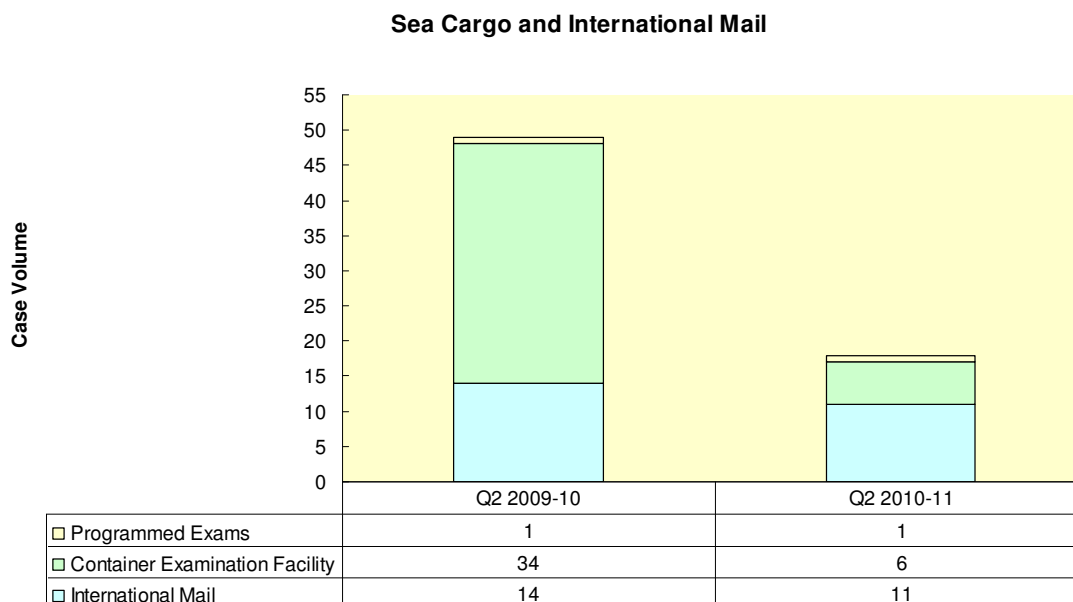
Compliments

There were 3 compliment cases attributable to Air Cargo & Detained Goods during this quarter. (Air Cargo 2, Detained Goods 1 case). This is down from 9 on the same period last year. (Air Cargo 2, Detained Goods 7 cases).

Sea Cargo and International Mail

Complaints

There were 18 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are down **63%** on the same period last year (49 cases) and down **59%** on the 3 year rolling average (44 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Goods were damaged	6	7	17%
Hold not removed	21	3	-86%
Process took too long	1	2	100%
Unhappy with selection	1	2	100%
Where is my postal article	3	1	-67%

Compliments

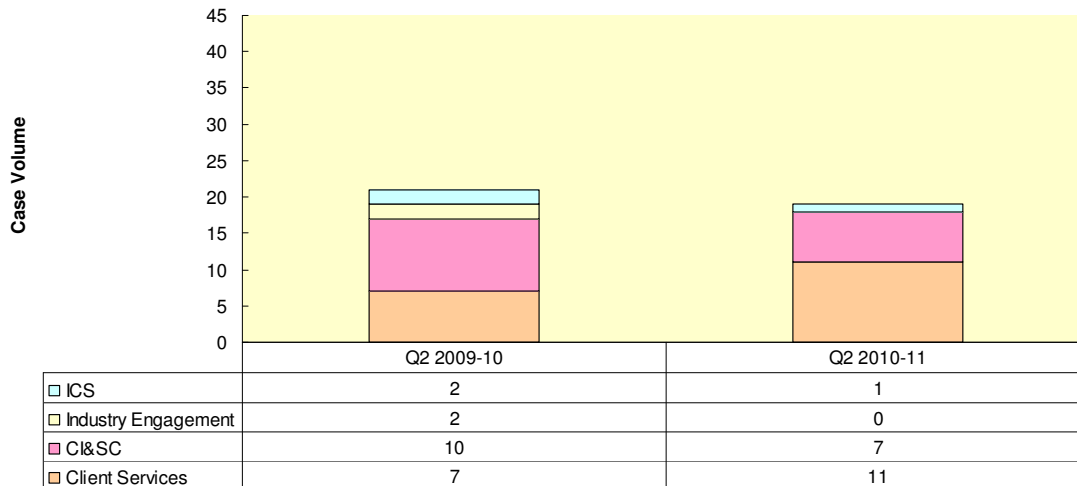
There were 6 compliment cases attributable to Sea Cargo and International Mail during the quarter, which is up from 3 for the same period last year. Compliments in the current period were all attributed to International Mail.

Client Engagement & Cargo Systems

Complaints

There were 19 complaint cases attributable to Client Engagement & Cargo Systems during the quarter. The complaints this quarter are down **10%** on the same period last year (21 cases) and are down **20%** on the three year rolling average (24 cases).

Client Engagement & Cargo Systems



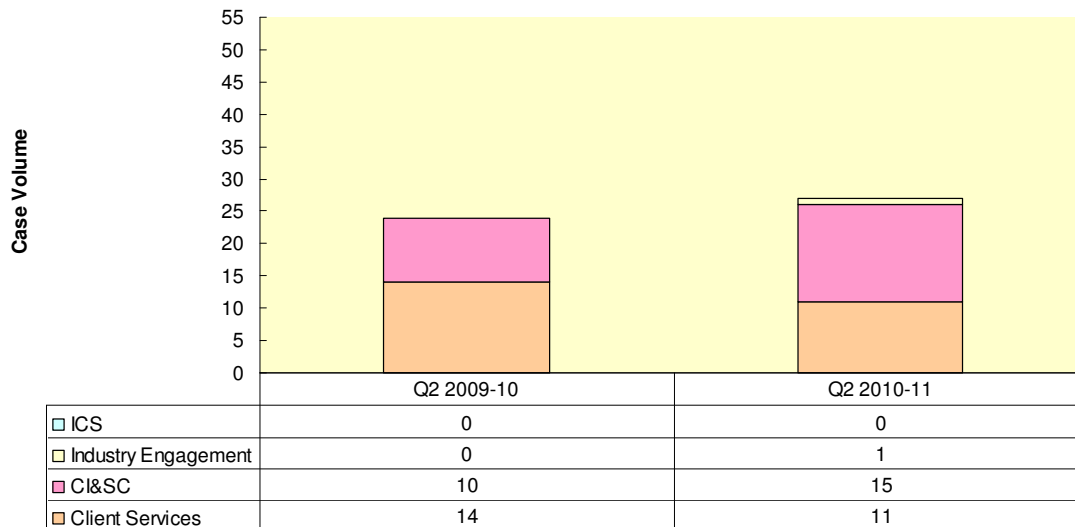
Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer was rude	2	7	250%
Hold not removed	1	3	200%
Process took too long	0	3	-
Misinformed by Customs	3	2	-33%
Didn't expect duty/tax	3	2	-33%

Compliments

There were 27 compliment cases attributable to Client Engagement and Cargo Systems during the quarter. The compliments this quarter have increased **13%** on the same period last year (24 cases).

Client Engagement & Cargo Systems



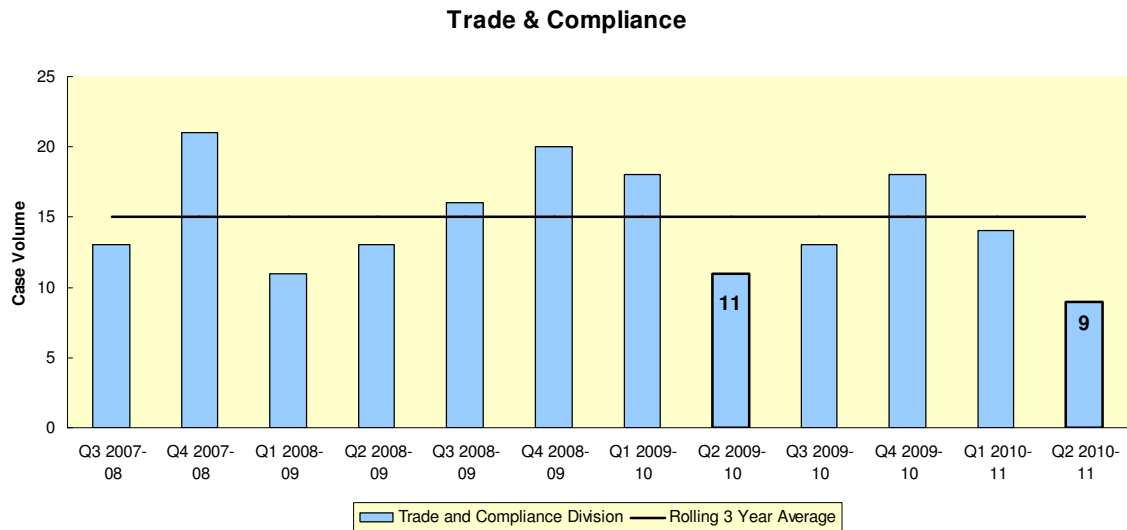
Key Issues (Symptoms)

Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer/s was helpful	11	12	9%
Appreciated assistance	8	4	-50%
Officer/s was professional	6	4	-33%
Officer/s was informative	0	3	-
Officer/s was friendly	0	1	-

Trade and Compliance Division

Complaints

There were 9 complaint cases logged and investigated during the quarter. This represents an **18%** decrease over the same period last year (11 cases) and a **40%** decrease on the 3 year rolling average (15 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Process took too long	0	3	-
Hold not removed	1	3	200%
Unhappy with selection	1	1	0%
Goods were seized	0	1	-
Always Held	0	1	-

Compliments

There were 12 compliments cases logged and acknowledged during the quarter, up from 1 (**1100%**) during the same period last year.

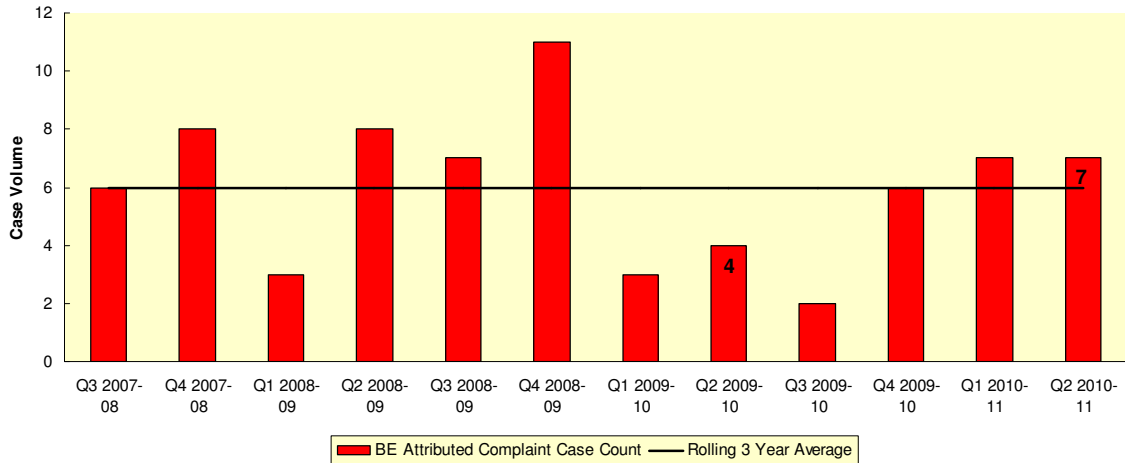
Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Officer/s was professional	1	4	300%
Appreciated assistance	0	4	-
Officer/s was helpful	0	3	-
Officer/s was informative	0	1	-

Border Enforcement⁹

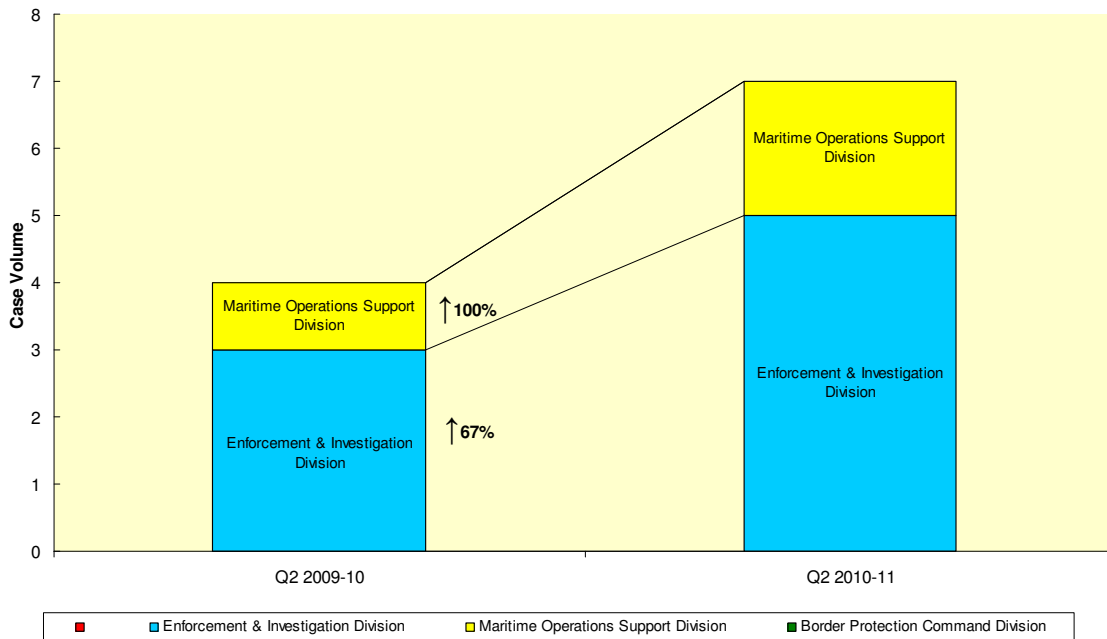
Complaints

There were 7 complaint cases logged and investigated during the quarter. This represents a **75%** increase over the same period last year (4 cases) and is **17%** higher than the 3 year rolling average (6 cases).

Border Enforcement



Border Enforcement



Case Volume			
Division	Q2 2009-10	Q2 2010-11	Variance
Enforcement & Investigation Division	3	5	67%
Maritime Operations Support Division	1	2	100%
Border Protection Command Division	0	0	-
Total	4	7	75%

⁹ Border Enforcement statistics no longer included Targeting Operations data. Targeting Operations data is now included in Corporate Operations statistics.

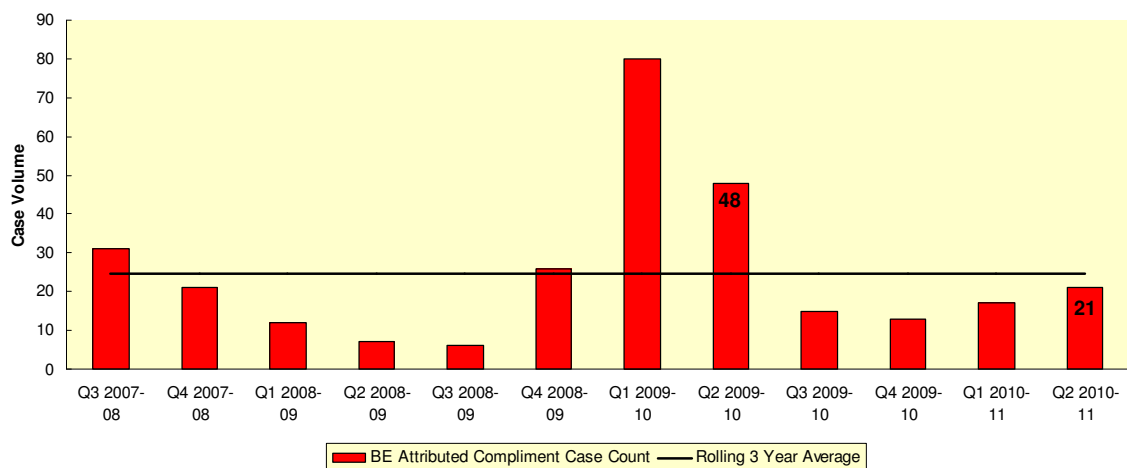
Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
Other	2	2	0%
Unhappy with selection	1	1	0%
Process not explained	0	1	-
Unhappy about process	0	1	-
Lack of assistance	0	1	-

Compliments

There were 21 compliment cases logged and acknowledged during the quarter. This represents a **56%** decrease over the same period last year (48 cases) and a **15%** decrease against the 3 year rolling average (25 cases).

Border Enforcement



Case Volume			
Division	Q2 2009-10	Q2 2010-11	Variance
Maritime Operations Support Division	46	10	-78%
Enforcement & Investigation Division	1	10	900%
Border Protection Command Division	1	1	0%
Total	48	21	-56%

Key Issues (Symptoms)

Compliment			
Issue	Q2 2009-10	Q2 2010-11	Variance
Appreciated assistance	5	7	40%
Officer/s was helpful	6	4	-33%
Facilities were appreciated	0	4	-
Officer/s was professional	13	3	-77%
Process was efficient	0	3	-

Enforcement & Investigation Division

Complaints

There were 5 complaint cases logged and acknowledged during the quarter. This represents a **67%** increase on same period last year (3 cases) but is in line with the 3 year rolling average (5 cases).

Compliments

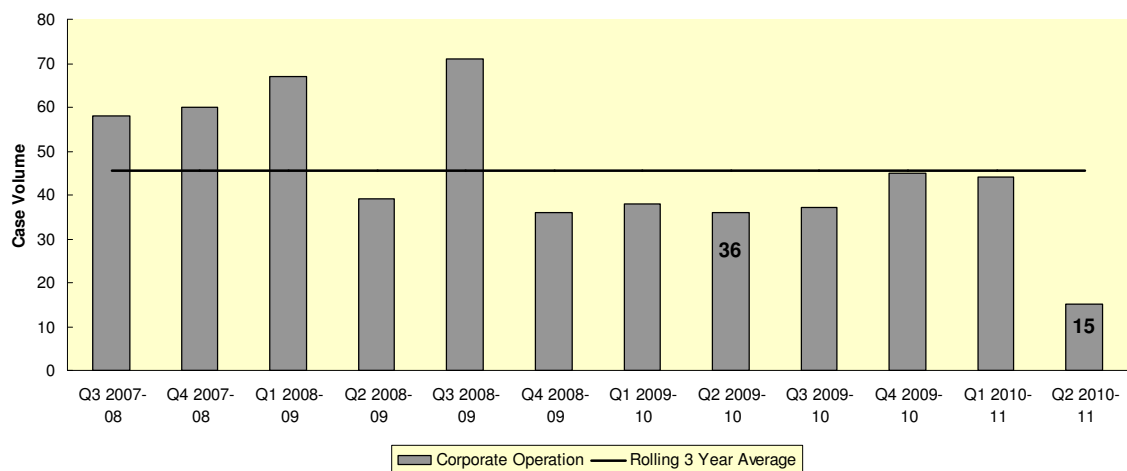
There were 10 compliment cases logged and acknowledged during the quarter, which is a **900%** increase from the same period last year (1 case), however is in line with the 3 year rolling average (10 cases).

Corporate Operations¹⁰

Complaints

There were 15 complaint cases logged and investigated during the quarter. This represents a decrease of **58%** over the same period last year (36 cases) and a **67%** decrease against the 3 year rolling average (46 cases).

Corporate Operations



Case Volume			
Division	Q2 2009-10	Q2 2010-11	Variance
People & Place Division	8	3	-63%
Customs IT	0	0	-
Intel & Targeting	23	11	-52%
Integrity & Professional Standards	5	1	-80%
Financial Services Division	0	0	-
Total	36	15	-58%

Key Issues (Symptoms)

Complaint			
Issue	Q2 2010-11	Q2 2010-11	Variance
Hold not removed	9	5	-44%
Unhappy with selection	5	3	-40%
Always Held	8	2	-75%
'Border Security'	3	1	-67%
Other	3	1	-67%

Compliments

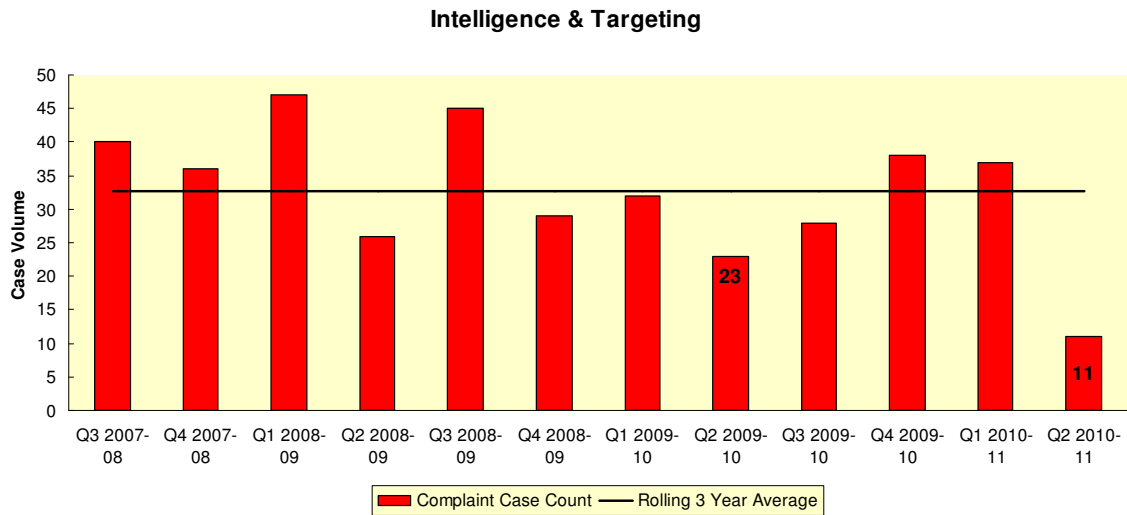
There was 1 compliment case logged and acknowledged during the quarter, which is a **67%** reduction from the same period last year (3 cases).

¹⁰ Data now includes Targeting Operations statistics.

Intelligence & Targeting Division

Complaints

There were 11 complaint cases logged and investigated during the quarter. This represents a **52%** decrease over the same period last year (23 cases) and a **66%** decrease against the 3 year rolling average (33 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 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

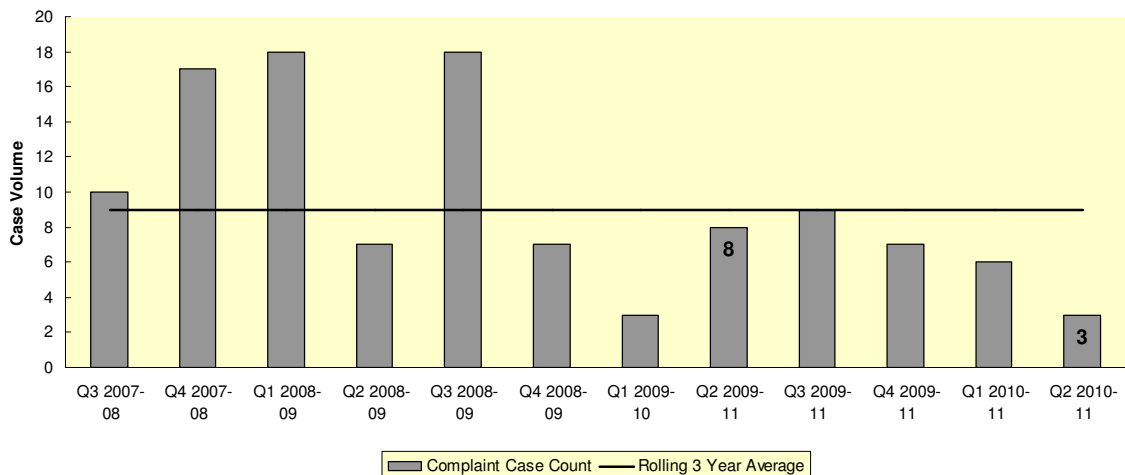
There were no compliment cases attributable to Intelligence & Targeting Division during the quarter, the same as the previous period last year.

People and Place Division

Complaints

There were 3 complaint cases logged and investigated during the quarter. This is a **63%** decrease from the same period last year (8 cases) and a **67%** decrease over the 3 year rolling average (9 cases).

People and Place



Key Issues (Symptoms)

Complaint			
Issue	Q2 2009-10	Q2 2010-11	Variance
'Border Security'	3	1	-67%
Other	1	1	0%
Unhappy about process	0	1	-
Unhappy with content	2	0	-
Broken links	1	0	-

Compliments

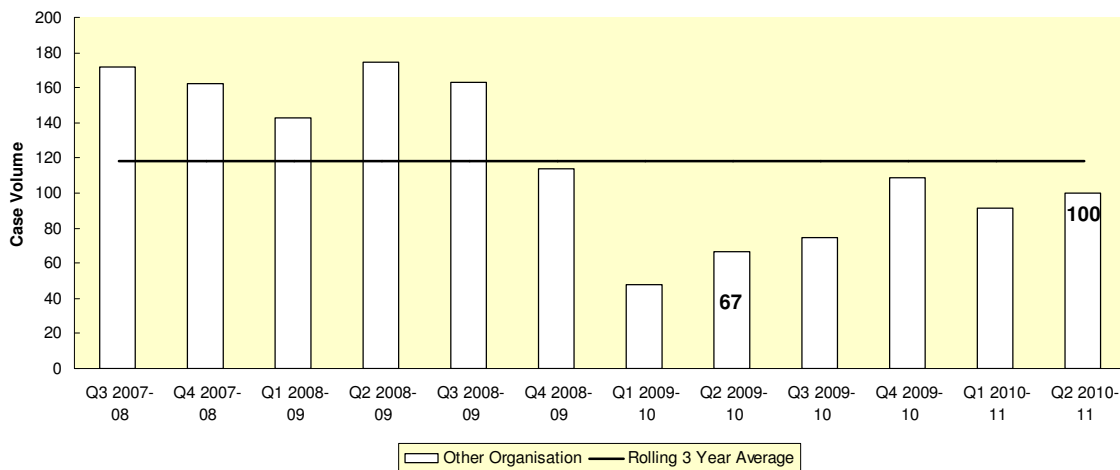
There was 1 compliment case logged and acknowledged during the quarter (attributed to Prosecutions), down from 3 in the same period last year.

Not Attributed

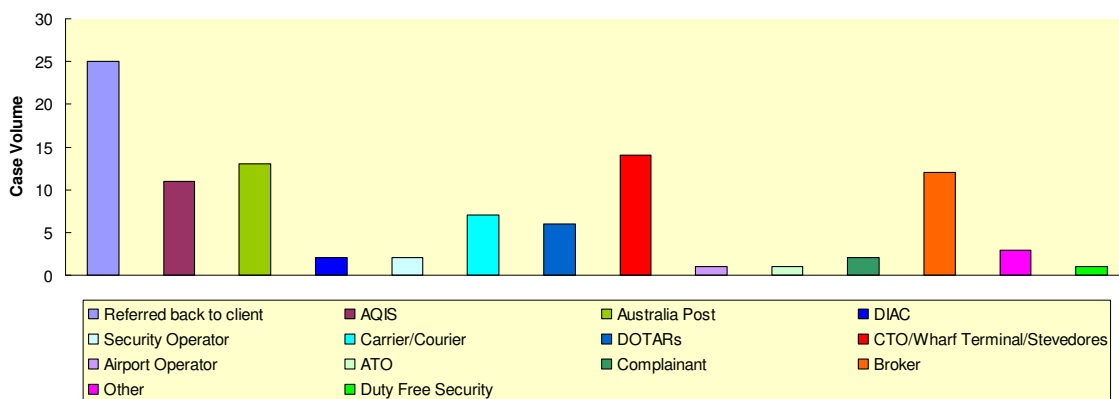
Complaints

There were 100 complaint cases logged, investigated and subsequently referred back to the client or on to other organisations during the quarter. This represents a **33%** increase over the same period last year (67 cases) and a **15%** decrease against the 3 year rolling average (118 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 Oct - Dec 2010 quarter the average and median response times were:

Complaints

Average **14.23** working days
Median **8** working days

Compliments

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

34.5% (100 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

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	Q2 2009-10	Q2 2010-11	Variation
Email	325	300	-8%
Website feedback form	72	66	-8%
Letter	10	33	230%
Brochure	23	32	39%
1800 228 227	24	21	-13%
Remote	57	13	-77%
Telephone	13	7	-46%
an external agency	8	0	-
Fax	1	0	-
Ombudsman	1	0	-
Total	534	472	-12%

¹¹ 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 : _____
<i>Please respond to the following statements by selecting a number from 1 to 5</i>	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