



**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 2009

**NATIONAL PAY & ACCOUNTS CENTRE**

**MELBOURNE**

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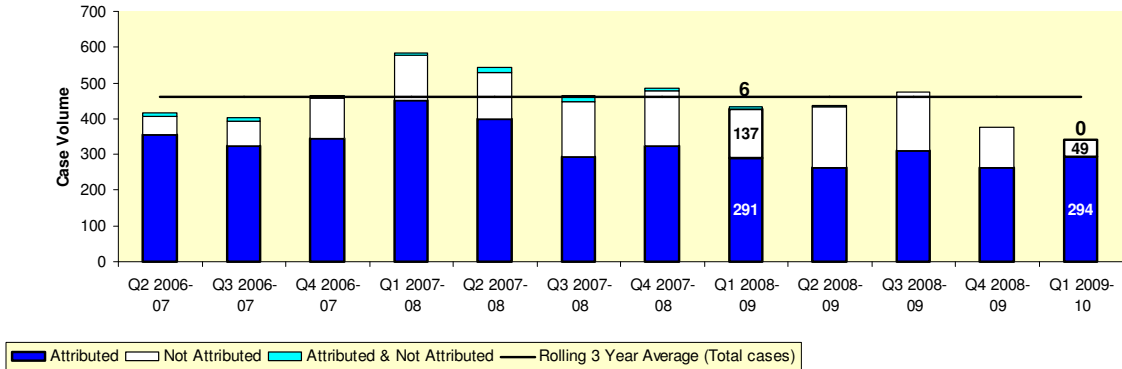
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# EXECUTIVE SUMMARY

## All Complaints

There were 343 unique complaint cases logged and investigated during the quarter. This represents a **21%** decrease over the same period last year (434 unique cases) and a **24%** decrease against the 3 year rolling average (452 unique cases).

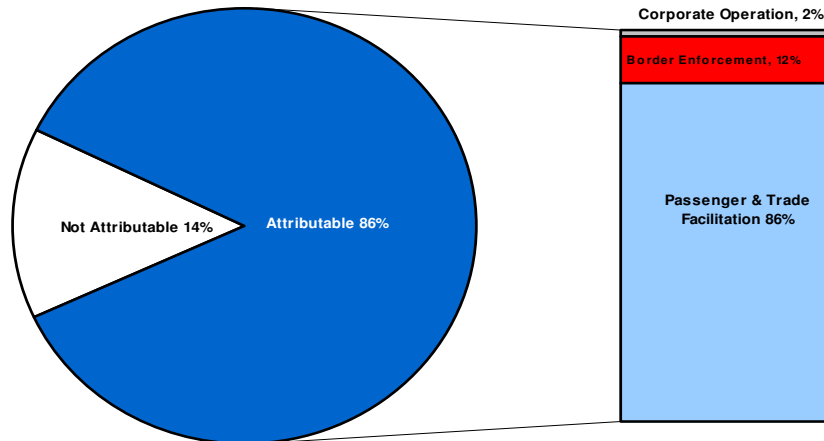
### Customs and Border Protection



Attributable complaint cases accounted for 294 of the 343 cases logged and investigated. This represents a **1%** decrease over the figure recorded for the same period last year (297 attributed cases) and represents a **12%** decrease over the rolling three year average (334 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.

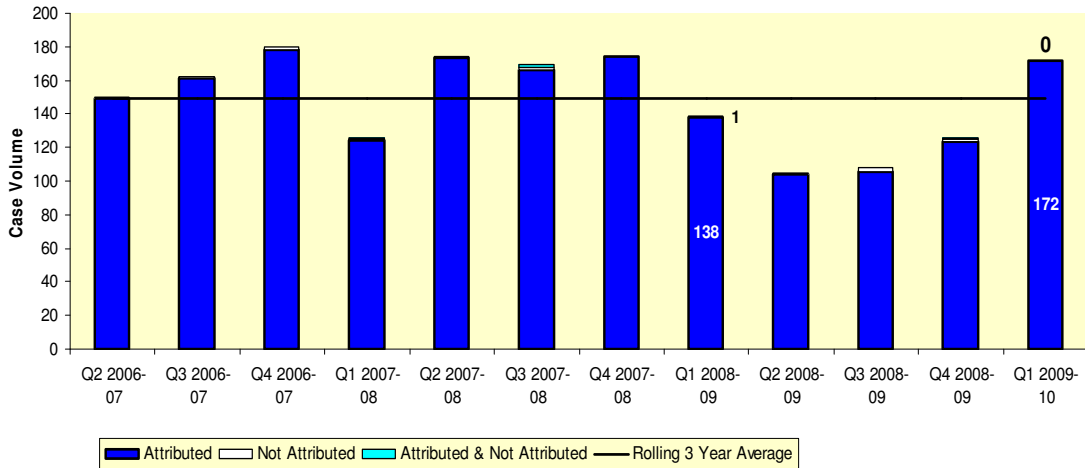
### Customs and Border Protection



# All Compliments

There were 172 compliment cases logged and acknowledged during the quarter. This represents a **24%** increase over the same period last year (139 unique cases) and a **16%** increase against the 3 year rolling average (149 unique cases).

## Customs and Border Protection

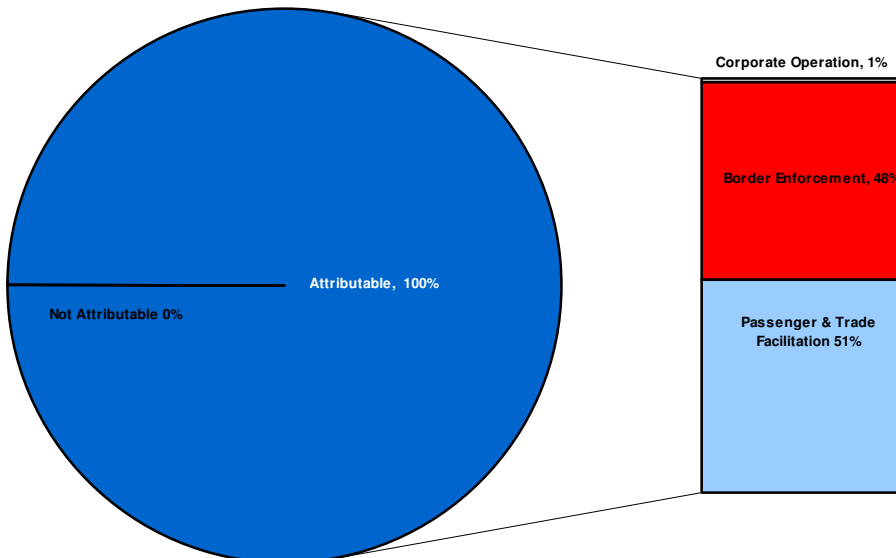


Attributable compliment cases account for all of the 172 cases logged and investigated.

This represents a **24%** increase over the same period last year (139 attributed cases) and a **16%** increase over the rolling three year average (148 attributed cases).

In line with our core activities, where we interact with the community and industry, the majority of compliments cases occur within Passenger & Trade Facilitation Program, although there were a large number received this quarter by Maritime Operations Division that arose largely from inter-agency maritime exercises.

## Customs and Border Protection



## Statistics<sup>1</sup>

Complaint Ratios		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment <sup>2</sup>	1.73 : 1	<b>19%</b>
Complaints to Air Movements <sup>3</sup>	1 : 45,709	<b>7%</b>
Complaints to TEU <sup>4</sup> inspected <sup>5</sup>		
1. CEF Only <sup>6</sup>	1. 1:811	1. <b>66%</b>
2. ALL <sup>7</sup>	2. 1:439	2. <b>22%</b>
Complaints to Postal Articles inspected <sup>8</sup>	1:606,267	<b>114%</b>
Complaints to Air Cargo Articles inspected <sup>9</sup>	1:53,815	<b>87%</b>
Customs Information and Support Centre (CI&SC) complaints to contacts <sup>10</sup>	1:11,408	<b>10%</b>

## Key Issues

Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer was rude	49	35	<b>-29%</b>
Hold not removed	0	24	<b>-</b>
Claim rejected	0	21	<b>-</b>
Didn't expect fees	22	20	<b>-9%</b>
Didn't expect duty/tax	18	20	<b>11%</b>

Compliment			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	28	75	<b>168%</b>
Officer/s was professional	26	38	<b>46%</b>
Officer/s was helpful	51	34	<b>-33%</b>
Officer/s was friendly	17	27	<b>59%</b>
Process was efficient	16	16	<b>0%</b>

<sup>1</sup> All Statistics based on Attributed cases only

<sup>2</sup> All Attributed Complaints cases to All Attributed Compliment Cases

<sup>3</sup> All Air Movements (Passenger & Crew) to All Attributed Complaint cases occurring at Airports

<sup>4</sup> Twenty-foot Equivalent Units

<sup>5</sup> Sea Cargo related complaints to total TEU inspected at Container Examination Facilities (CEF) nationally.

<sup>6</sup> All Container Examination Facilities Sea Cargo related complaints to total TEU inspected at Container Examination Facilities (CEF) Nationally.

<sup>7</sup> All Sea Cargo related complaints (Cargo Division & Intelligence and Targeting Division) to total TEU inspected at Container Examination Facilities (CEF) nationally.

<sup>8</sup> All International Mail complaints to International Mail inspections of Postal Articles

<sup>9</sup> All Air Cargo complaints to Air Cargo inspections

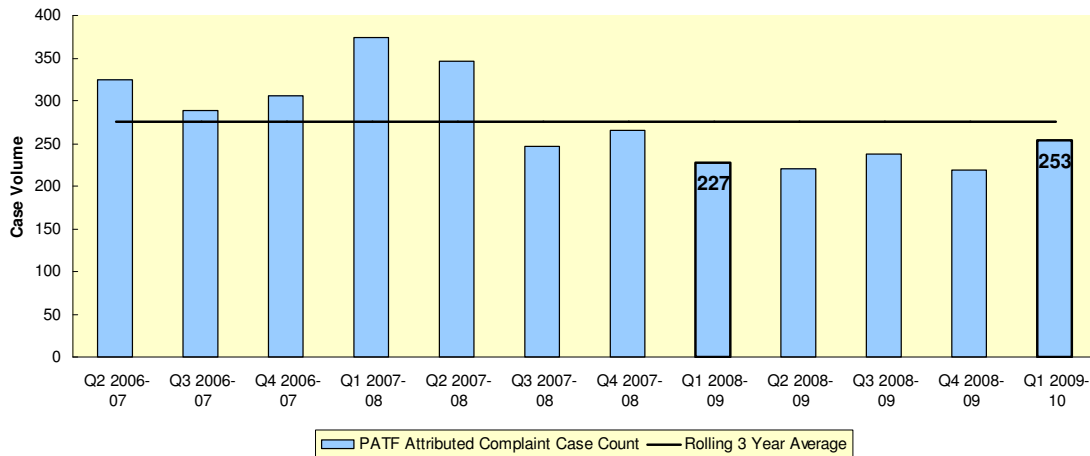
<sup>10</sup> All CI&SC related complaints to CI&SC contacts.

# Passenger & Trade Facilitation

## Complaints

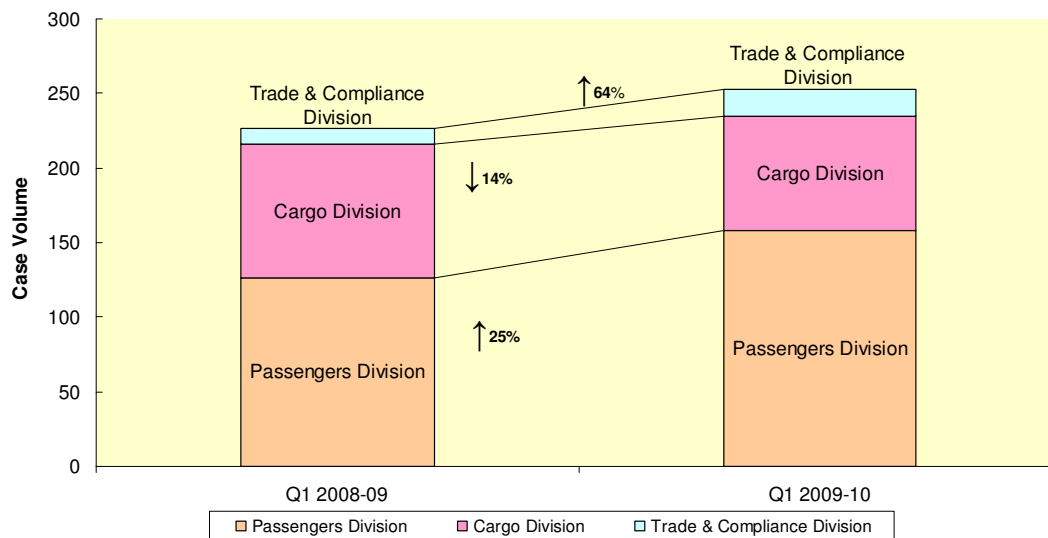
There were 253 complaint cases logged and investigated during the quarter. This represents an **11%** increase over the same period last year (227 cases) but an **8%** decrease against the 3 year rolling average (276 cases).

**Passenger and Trade Facilitation**



The increase in complaint cases for the Passenger & Trade Facilitation program (**11%**) can be explained by increases in Passengers Division (**25%**), & Trade & Compliance Division (**64%**), although there was a decrease in Cargo Division (**14%**).

**Passenger & Trade Facilitation**

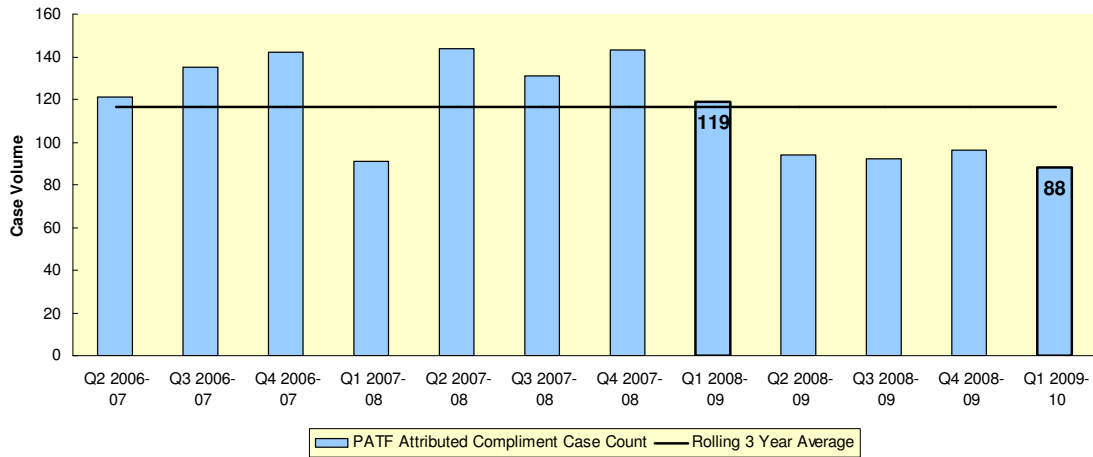


Case Volume			
Division	Q1 2008-09	Q1 2009-10	Variance
Passengers Division	126	158	<b>25%</b>
Cargo Division	90	77	<b>-14%</b>
Trade & Compliance Division	11	18	<b>64%</b>
<b>Total</b>	<b>227</b>	<b>253</b>	<b>11%</b>

## Compliments

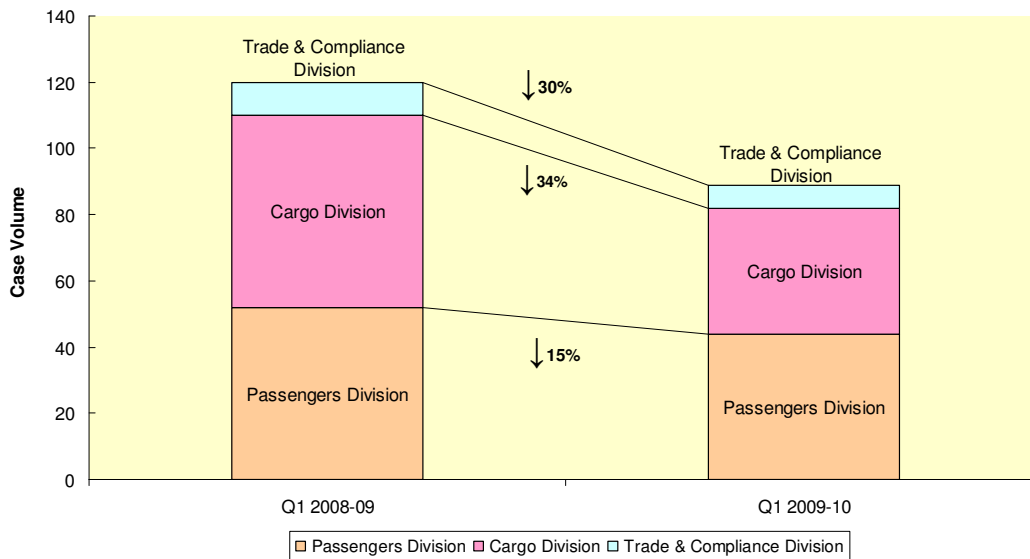
There were 88 compliment cases logged and acknowledged during the quarter. This represents a **26%** decrease over the same period last year (119 unique cases) and a **24%** decrease against the 3 year rolling average (116 unique cases).

### Passenger and Trade Facilitation



The reduction in compliment cases for the Passenger & Trade Facilitation program (**26%**) can be explained by a reduction in cases attributed to the Passengers (**15%**), Cargo (**34%**) and Trade & Compliance Divisions (**30%**).

### Passenger & Trade Facilitation



Case Volume			
Division	Q1 2008-09	Q1 2009-10	Variance
Passengers Division	52	44	-15%
Cargo Division	58	38	-34%
Trade & Compliance Division	10	7	-30%
<b>Total</b>	<b>120</b>	<b>89<sup>11</sup></b>	<b>-26%</b>

<sup>11</sup> Due to multiple division attribution, one of the 88 cases has been attributed to both the Cargo Division and Passengers Division resulting in aggregation of the division totals being 89.

## Key Issues

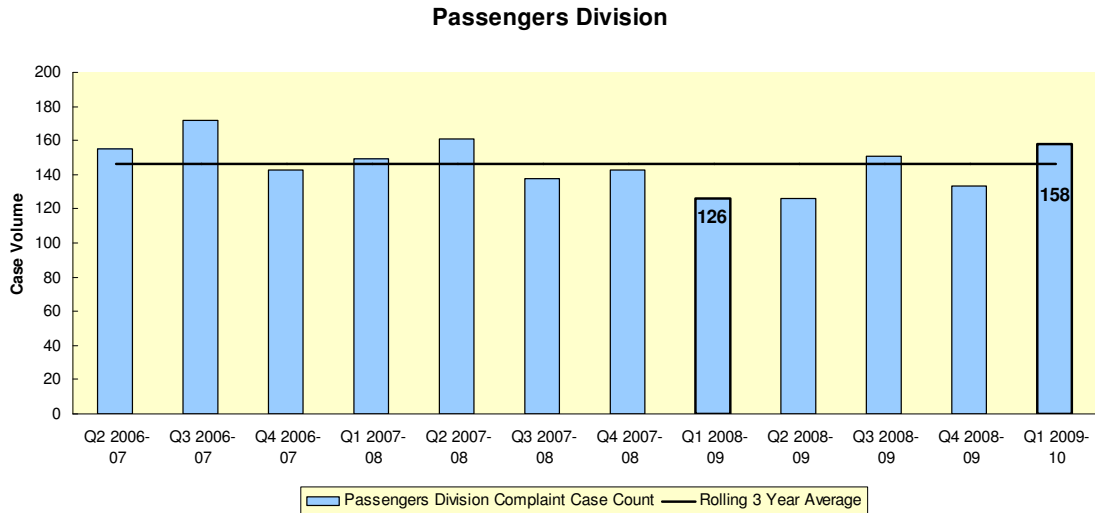
<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer was rude	49	34	<b>-31%</b>
Claim rejected	0	21	<b>-</b>
Didn't expect duty/tax	18	20	<b>11%</b>
Refund not yet received	2	20	<b>900%</b>
Goods were damaged	16	18	<b>13%</b>

<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	23	37	<b>61%</b>
Officer/s was helpful	48	30	<b>-38%</b>
Officer/s was friendly	15	21	<b>40%</b>
Process was efficient	10	14	<b>40%</b>
Officer/s was efficient	13	10	<b>-23%</b>

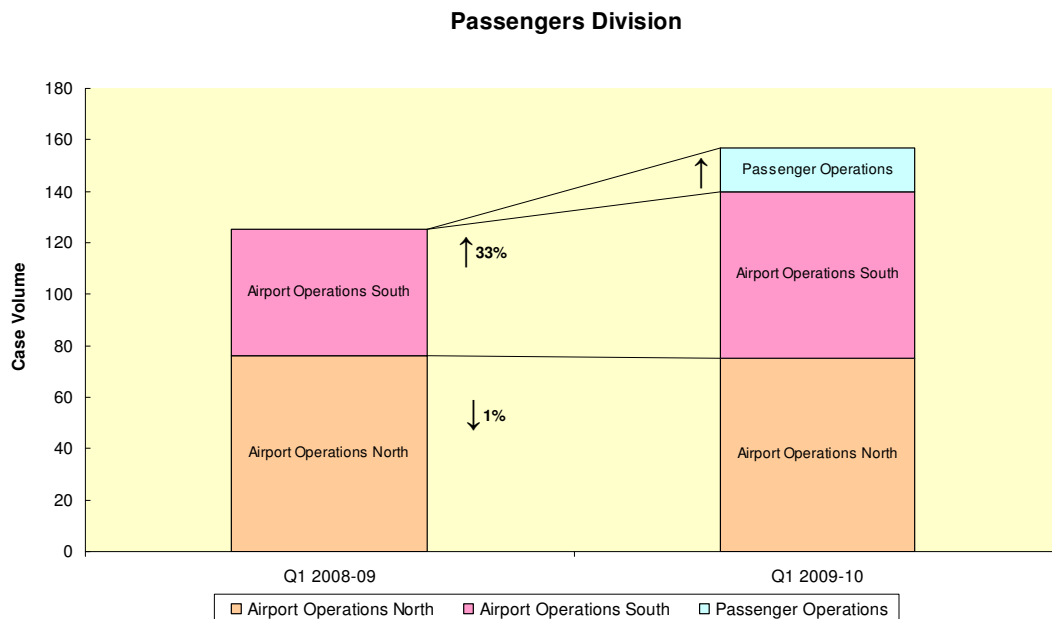
## Passengers Division

### Complaints

There were 158 complaint cases logged and investigated during the quarter. This represents a **25%** increase over the same period last year (126 cases) and an **8%** increase on the 3 year rolling average (146 cases).



The increase in complaint cases for Passengers Division (**25%**) can be explained by the increases in Airport Operations South (**33%**) and an increase from 0 to 17 complaints in Passenger Operations branch.

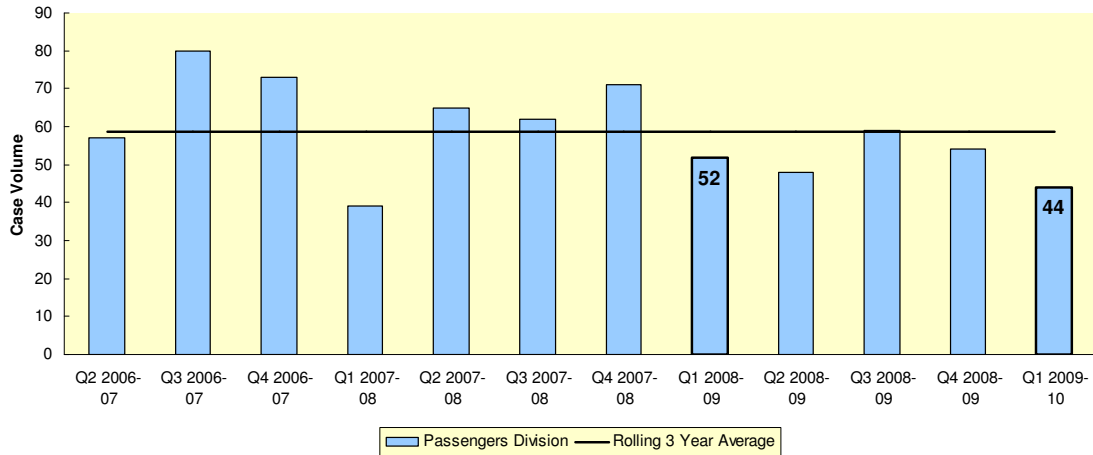


Case Volume			
Branch	Q1 2008-09	Q1 2009-10	Variance
Airport Operations North	76	75	-1%
Airport Operations South	49	65	33%
Passenger Operations	0	18	-
<b>Total</b>	<b>125</b>	<b>158</b>	<b>26%</b>

## Compliments

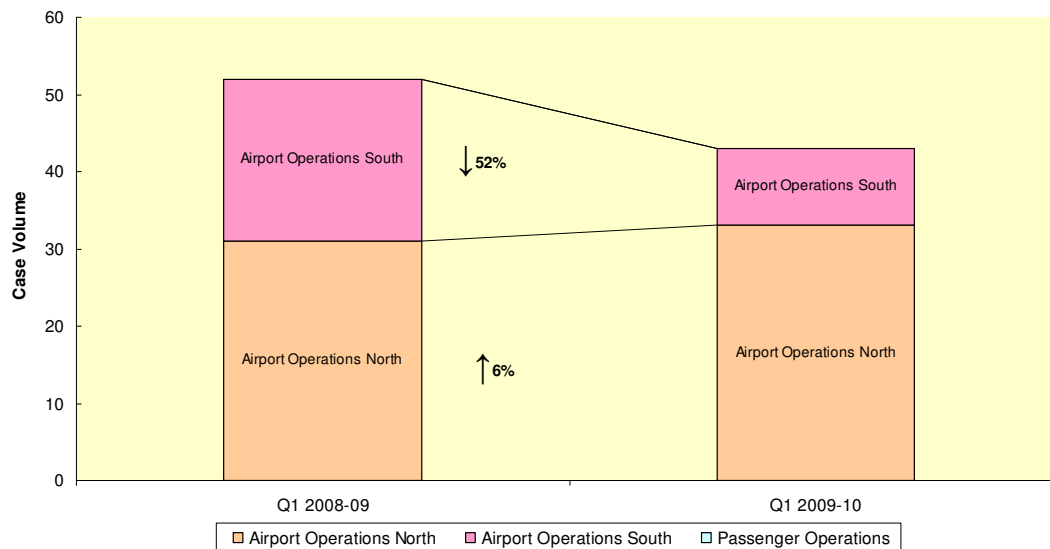
There were 44 compliment cases logged and acknowledged during the quarter. This represents a **15%** decrease over the same period last year (52 cases) and a **25%** decrease on the 3 year rolling average (59 cases).

### Passengers Division



The reduction in compliment cases for Passengers Division (**17%**) can be explained by a reduction in cases attributed to the Airport Operations South Branch (**52%**) although there was a slight increase in cases attributed to the Airport Operations North Branch (**6%**).

### Passengers Division



Case Volume			
Branch	Q1 2008-09	Q1 2009-10	Variance
Airport Operations North	31	33	6%
Airport Operations South	21	10	-52%
Passenger Operations	0	0	0%
<b>Total</b>	<b>52</b>	<b>43<sup>12</sup></b>	<b>-17%</b>

<sup>12</sup> One additional compliment was received in relation to a positive passenger experience with Smartgate (airport unknown) and as such would be attributed to the Strategic Development branch.

## Statistics

<b>Airport Complaints for Q1 2009 - 10</b>				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Sydney	46	1,440,614	1,383,309	61,390
Airport Operations Perth	26	383,385	363,795	28,738
Airport Operations Melbourne	34	708,846	671,608	40,602
Airport Operations Darwin	1	50,520	49,194	99,714
Airport Operations Brisbane	26	568,064	558,775	43,340
Airport Operations Adelaide	5	73,043	68,488	28,306
Airport Operations Cairns	0	61,061	61,602	-
Airport Operations Gold Coast	2	87,238	86,821	87,030
Other Airport Operations	2	5,664	5,849	5,757
<b>Total</b>	<b>142</b>	<b>3,378,435</b>	<b>3,249,441</b>	<b>46,675</b>

## Key Issues – Passengers Division

<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer was rude	39	27	<b>-31%</b>
Claim rejected	0	21	<b>-</b>
Refund not yet received	2	20	<b>900%</b>
I didn't like the questions	7	13	<b>86%</b>
Claim not made	4	13	<b>225%</b>

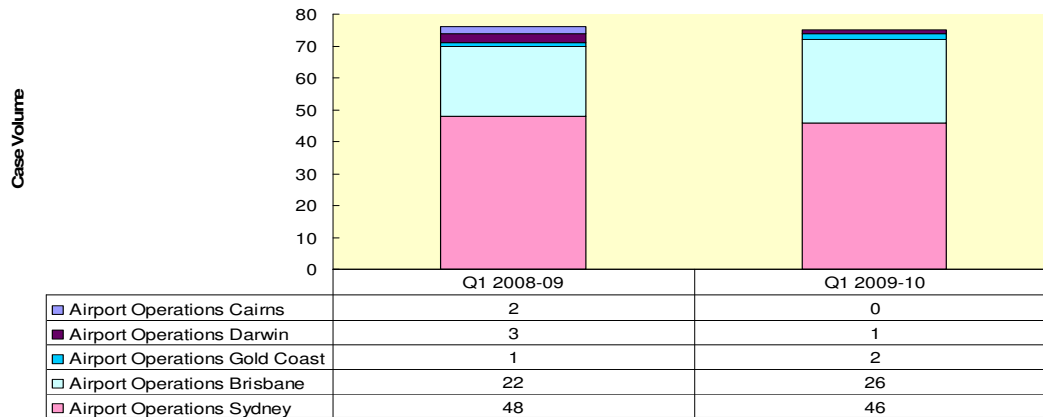
<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	21	24	<b>14%</b>
Officer/s was helpful	8	14	<b>75%</b>
Officer/s was friendly	7	12	<b>71%</b>
Process was efficient	5	7	<b>40%</b>
Officer/s was efficient	4	5	<b>25%</b>

## Airport Operations North

### Complaints

There were 75 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **1%** against the same period last year (76 cases).

**Airport Operations North**

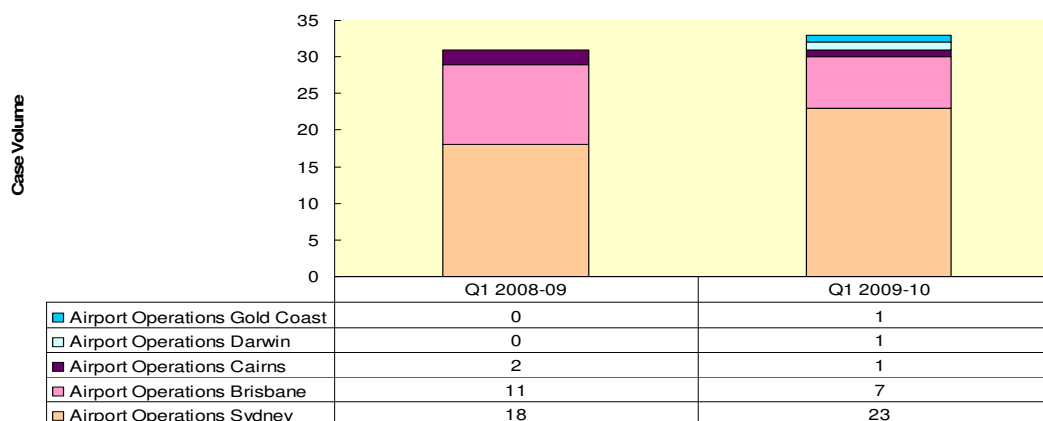


Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer was rude	22	11	-50%
Claim rejected	0	9	-
Refund not yet received	1	8	700%
I didn't like the questions	6	6	0%
Claim not made	3	6	100%

### Compliments

There were 33 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are up **6%** against the same period last year (31 cases).

**Airport Operations North**



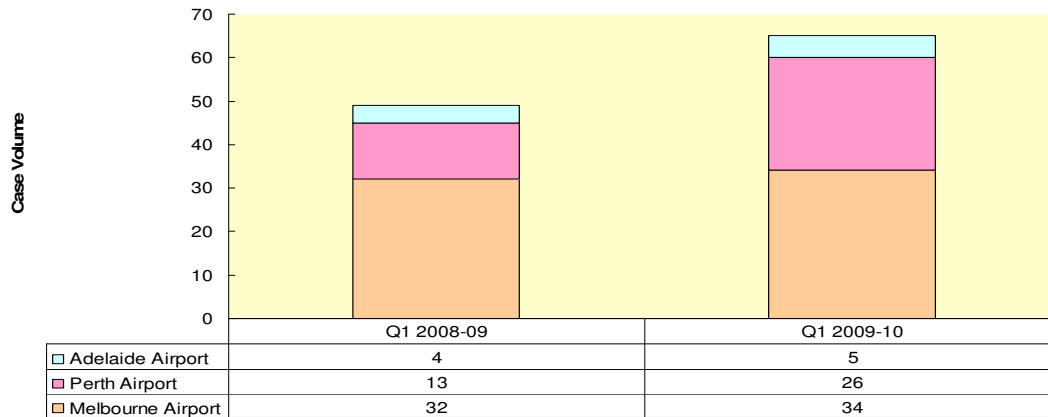
Compliment			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	11	19	73%
Officer/s was helpful	4	11	175%
Officer/s was friendly	6	6	0%
Process was efficient	2	5	150%
Officer/s was efficient	1	2	100%

## Airport Operations South

### Complaints

There were 65 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are **33%** up on the same period last year (49 cases).

Airport Operations South

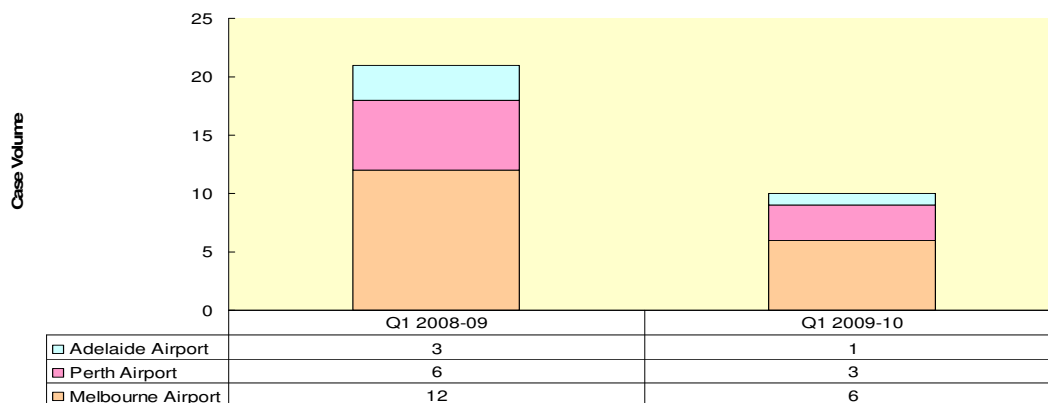


Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer was rude	15	14	-7%
Claim rejected		9	-
Queue delay	1	6	500%
Didn't expect duty/tax	8	6	-25%
Goods were seized	1	6	500%

### Compliments

There were 10 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are down **52%** against the same period last year (21 cases).

Airport Operations South



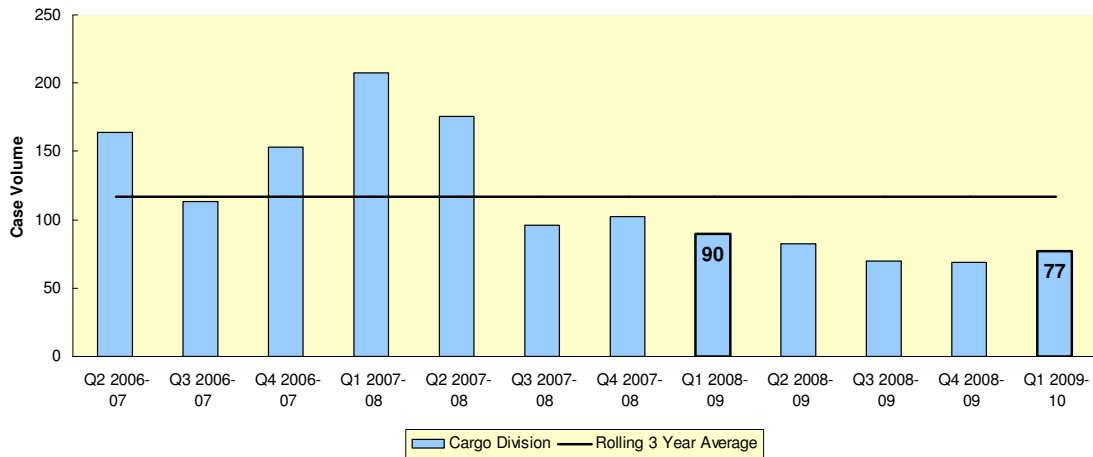
Compliment			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	9	4	-56%
Officer/s was friendly	1	3	200%
Officer/s was helpful	3	3	0%
Appreciated facilitation	1	2	100%
Officer/s was efficient	3	1	-67%

## Cargo Division

### Complaints

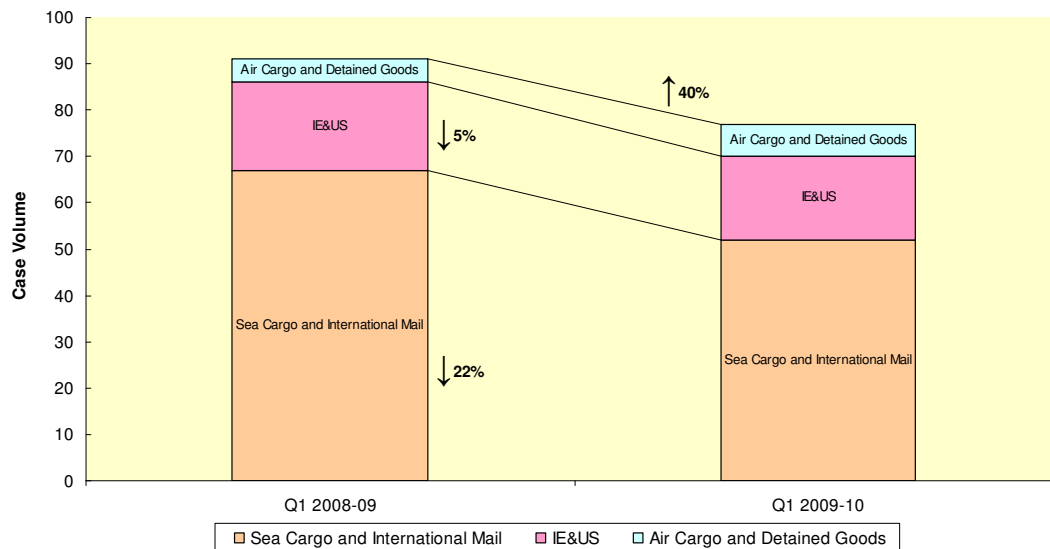
There were 77 complaint cases logged and investigated during the quarter. This represents a **14%** decrease over the same period last year (90 cases) and a **34%** decrease against the 3 year rolling average (117 cases).

**Cargo Division**



Cargo Division case volume this quarter, by branch, compared to same period last year show the decrease in case volume occurred as a result of decreases in Industry Engagement & User Services Branch (**5%**) and Sea Cargo and International Mail Branch (**22%**).

**Cargo Division**

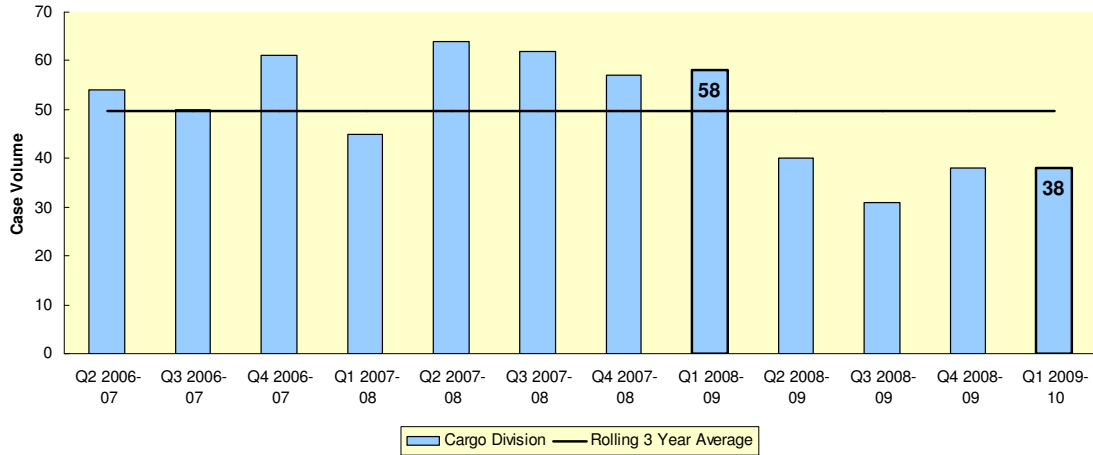


Case Volume			
Branch	Q1 2008-09	Q1 2009-10	Variance
Sea Cargo and International Mail	67	52	-22%
IE&US	19	18	-5%
Air Cargo and Detained Goods	5	7	40%
<b>Total</b>	<b>91</b>	<b>77</b>	<b>-15%</b>

## Compliments

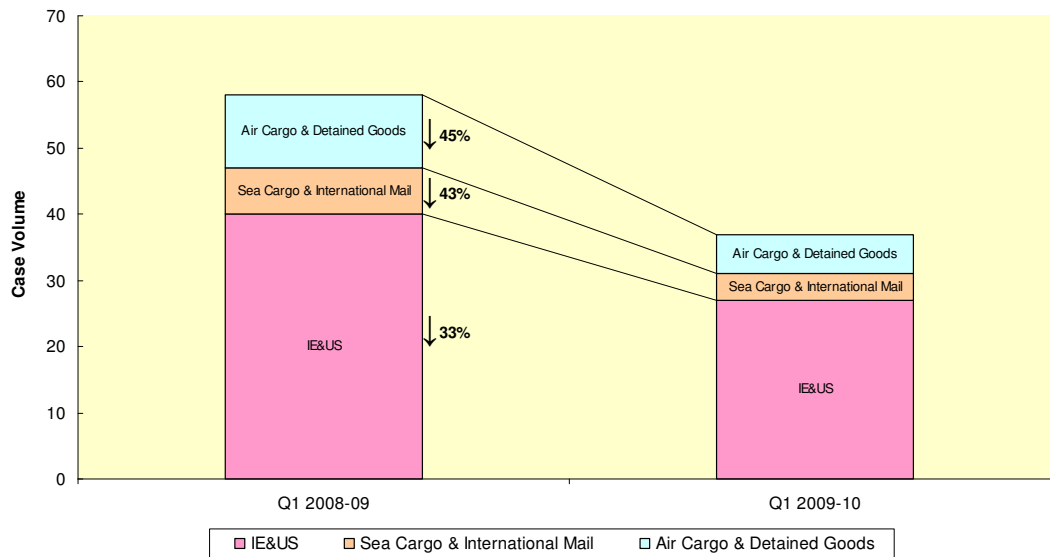
There were 38 compliment cases logged and acknowledged during the quarter. This represents a **34%** decrease over the same period last year (58 cases) and a **24%** decrease against the 3 year rolling average (50 cases).

### Cargo Division



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

### Cargo Division



Case Volume			
Branch	Q1 2008-09	Q1 2009-10	Variance
IE&US	40	27	<b>-33%</b>
Air Cargo and Detained Goods	11	6	<b>-45%</b>
Sea Cargo and International Mail	7	4	<b>-43%</b>
<b>Total</b>	<b>58</b>	<b>37<sup>13</sup></b>	<b>-36%</b>

<sup>13</sup> One additional compliment was received by the Strategic Development (Cargo) Branch in relation to the Single Window initiative.

## Statistics

<b>Container Examination Facility Complaints</b>			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Melbourne	9	9697	1,077
Sydney	8	9292	1,162
Brisbane	6	4216	703
Fremantle	6	2919	487
Adelaide	3	458	153
Townsville	1	29	29
Darwin	0	41	0
<b>Total</b>	<b>33</b>	<b>26652</b>	<b>808</b>

<b>Customs and Border Protection Information and Support Centre (CI&amp;SC) Complaints</b>						
Month	Complaint Cases	Phone Contacts	Email Contacts	Fax Contacts	Total Contacts	Contacts per Complaint
July	5	31,437	2986	330	34,753	6,951
August	1	29,881	3033	196	33,110	33,110
September	3	31,471	3125	216	34,812	11,604
<b>Total</b>	<b>9</b>	<b>92,789</b>	<b>9,144</b>	<b>742</b>	<b>102,675</b>	<b>11,408</b>

## Key Issues

<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Hold not removed	0	16	-
Didn't expect fees	5	11	<b>120%</b>
Goods were damaged	11	10	<b>-9%</b>
Officer was rude	10	6	<b>-40%</b>
Didn't expect duty/tax	4	6	<b>50%</b>

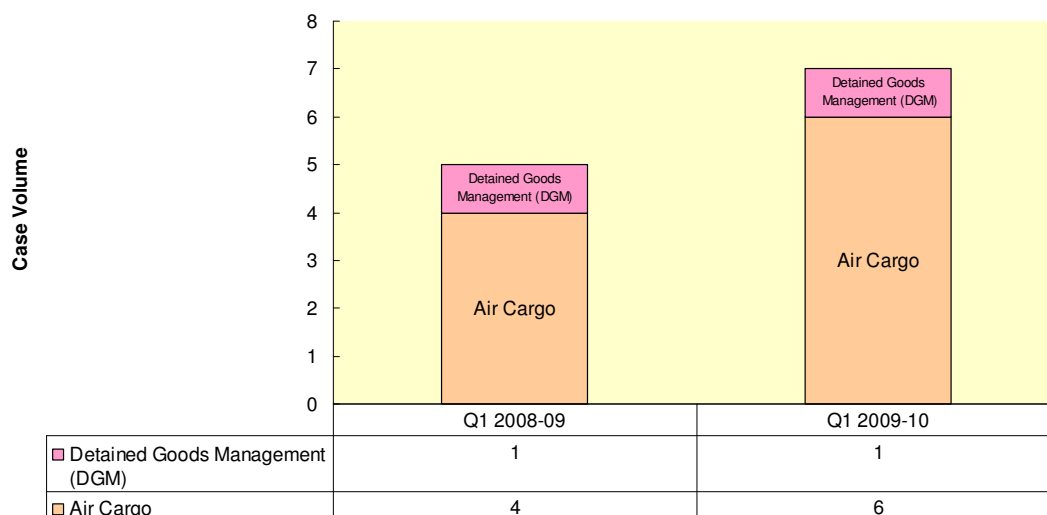
<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer/s was helpful	32	15	<b>-53%</b>
Appreciated assistance	2	11	<b>450%</b>
Officer/s was professional	12	6	<b>-50%</b>
Process was efficient	5	5	<b>0%</b>
Officer/s was friendly	7	4	<b>-29%</b>

## Air Cargo and Detained Goods

### Complaints

There were 7 complaint cases attributable to Air Cargo and Detained Goods branch during the quarter. The complaints this quarter are up **40%** on the same period last year (5 cases) but are down **34%** on the 3 year rolling average (11 cases).

### Air Cargo and Detained Goods



Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Goods were damaged	2	3	<b>50%</b>
Goods were withheld	0	1	-
Process not explained	0	1	-
Goods were missing	1	1	<b>0%</b>
Officer was rude	1	1	<b>0%</b>

### Compliments

There were 6 compliment cases attributable to Air Cargo and Detained Goods branch during the quarter. The compliments this quarter are down **45%** on the same period last year (11 cases).

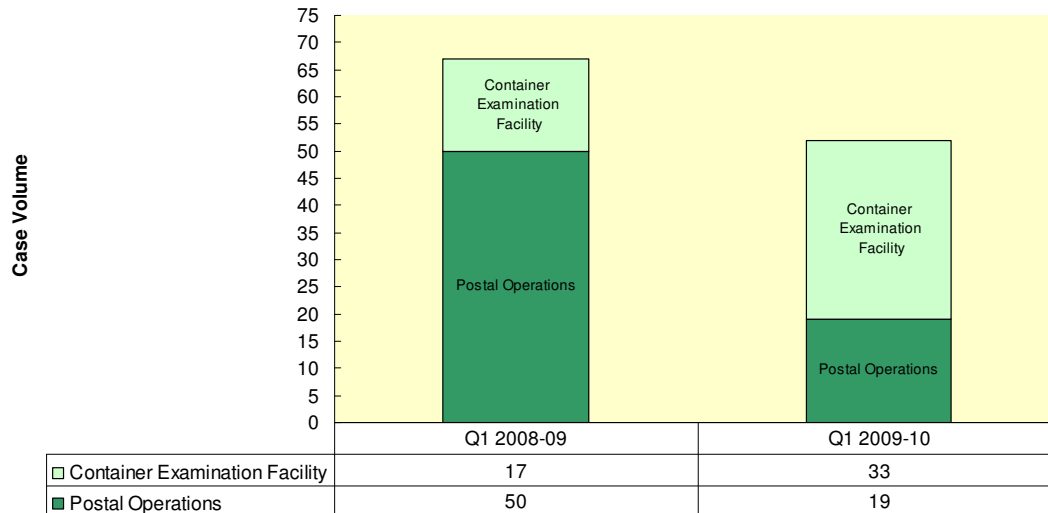
Compliment			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	0	4	-
Officer/s was friendly	0	1	-
Process was efficient	0	1	-
Officer/s was helpful	6	1	<b>-83%</b>
Officer/s was professional	3	0	<b>-100%</b>

## Sea Cargo and International Mail

### Complaints

There were 52 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are down **22%** on the same period last year (67 cases) and down **31%** on the 3 year rolling average (75 cases).

Sea Cargo and International Mail



Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Hold not removed	0	13	-
Didn't expect fees	4	11	<b>175%</b>
Goods were damaged	9	7	<b>-22%</b>
Didn't expect duty/tax	4	6	<b>50%</b>
Goods were missing	5	4	<b>-20%</b>

### Compliments

There were 4 compliment cases attributable to Sea Cargo and International Mail during the quarter. The compliments this quarter have decreased **43%** on the same period last year (7 cases).

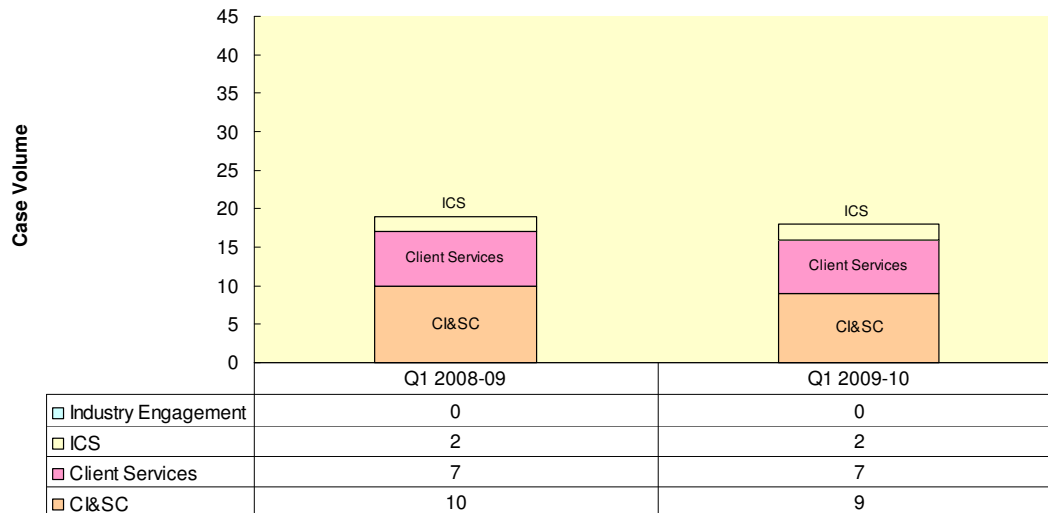
Compliment			
Issue	Q1 2008-09	Q1 2009-10	Variance
Process was efficient	3	2	<b>-33%</b>
Officer/s was efficient	1	2	<b>100%</b>
Officer/s was professional	1	1	<b>0%</b>
Officer/s was helpful	1	1	<b>0%</b>
Officer/s was informative	1	0	<b>-100%</b>

## Industry Engagement & User Services

### Complaints

There were 18 complaint cases attributable to Industry Engagement and User Services during the quarter. The complaints this quarter are down **5%** on the same period last year (19 cases) and are down **46%** on the three year rolling average (33 cases).

### Industry Engagement & User Services

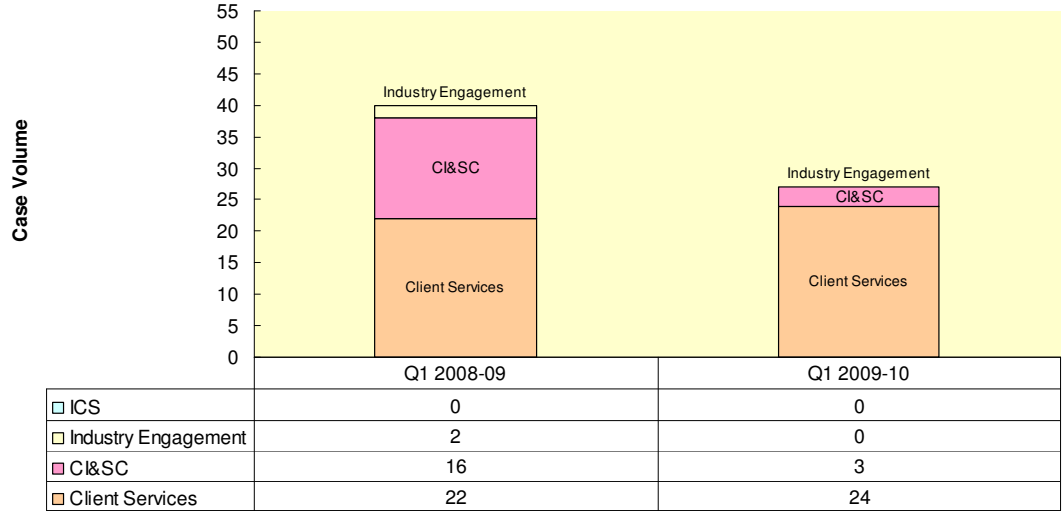


Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer was rude	7	4	-43%
Misinformed by Customs	2	3	50%
Hold not removed	0	3	-
I got the run-around	4	2	-50%
Integrated Cargo System (ICS)	0	2	-

Compliments

There were 27 compliment cases attributable to Industry Engagement and User Services during the quarter. The compliments this quarter have decreased **33%** on the same period last year (40 cases).

**Industry Engagement & User Services**

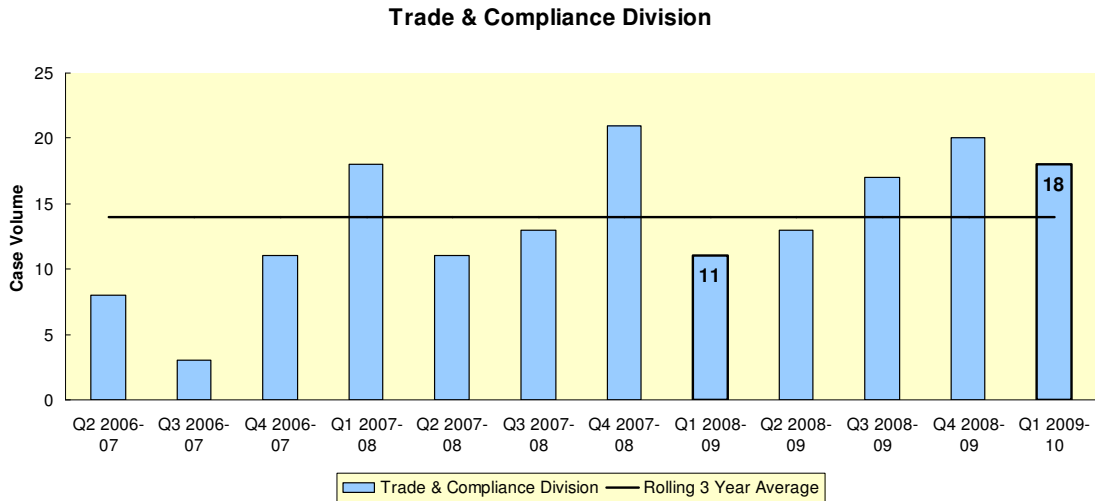


<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer/s was helpful	25	13	<b>-48%</b>
Appreciated assistance	2	7	<b>250%</b>
Officer/s was professional	8	5	<b>-38%</b>
Officer/s was friendly	7	3	<b>-57%</b>
Process was efficient	2	2	<b>0%</b>

## Trade & Compliance Division

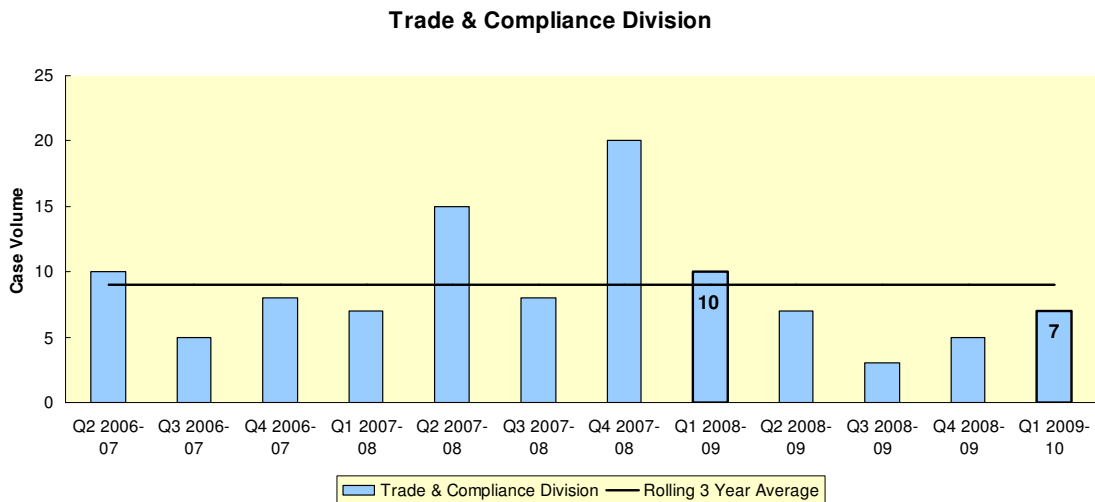
### Complaints

There were 18 complaint cases logged and investigated during the quarter. This represents a **64%** increase over the same period last year (11 cases) and a **29%** increase on the 3 year rolling average (14 cases).



### Compliments

There were 7 compliment cases logged and investigated during the quarter. This represents a **30%** decrease over the same period last year (10 cases) and a **22%** decrease against the 3 year rolling average (9 cases).



## Key Issues

<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Process took too long	4	3	-25%
Didn't expect fees	3	3	0%
Didn't expect duty/tax	1	3	200%
Hold not removed	0	2	-
I'm Not Happy with the Policy	0	2	-

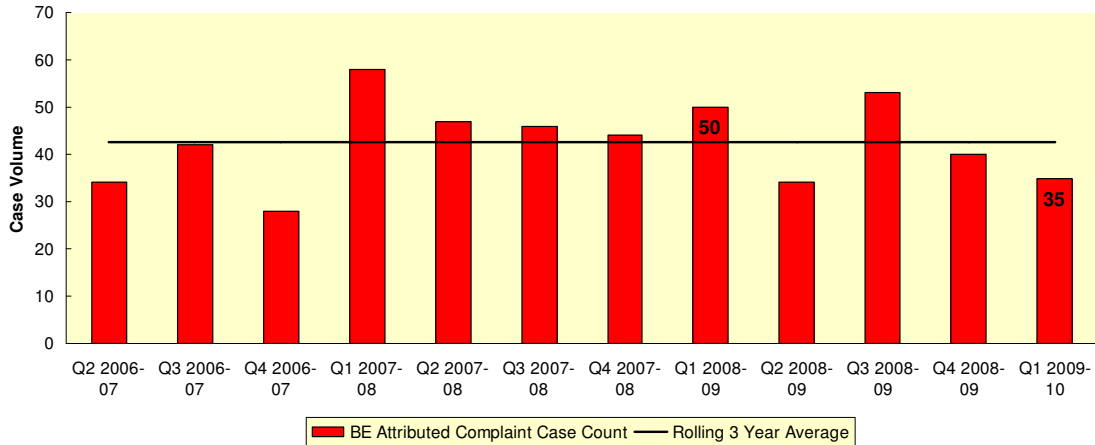
<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer/s was friendly	1	4	300%
Officer/s was professional	1	2	100%
Appreciated assistance	0	2	-
Officer/s was helpful	8	1	-88%
Process was efficient	0	1	-

# Border Enforcement

## Complaints

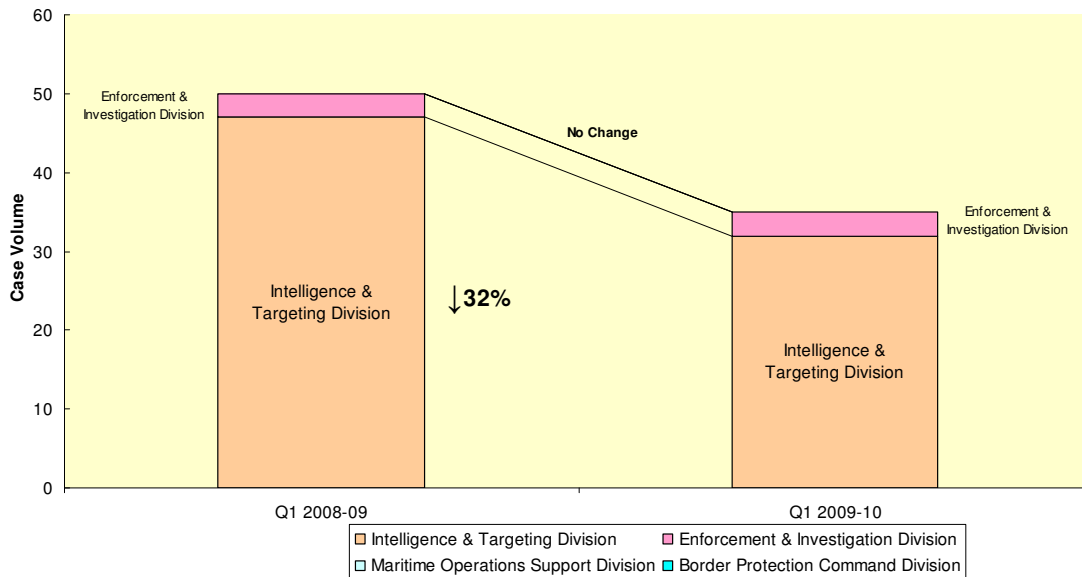
There were 35 complaint cases logged and investigated during the quarter. This represents a **30%** decrease over the same period last year (50 cases) and an **18%** decrease against the 3 year rolling average (43 cases).

**Border Enforcement**



The decrease in cases this quarter compared to same period last year can be explained by the decrease in cases attributed to the Intelligence & Targeting Division (**32%**).

**Border Enforcement**

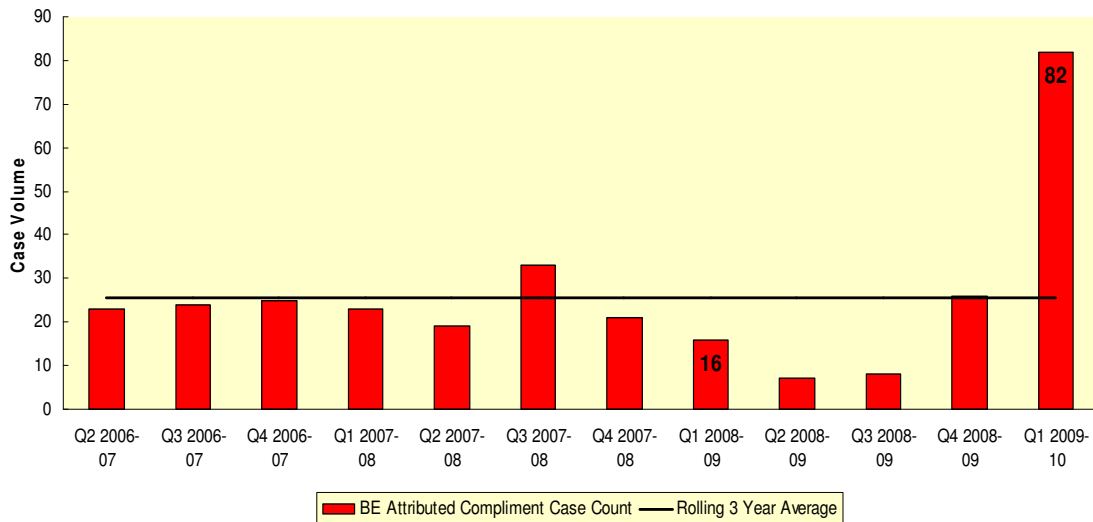


Case Volume			
Division	Q1 2008-09	Q1 2009-10	Variance
Intelligence & Targeting Division	47	32	-32%
Enforcement & Investigation Division	3	3	0%
Maritime Operations Support Division	0	0	-
Border Protection Command Division	0	0	-

## Compliments

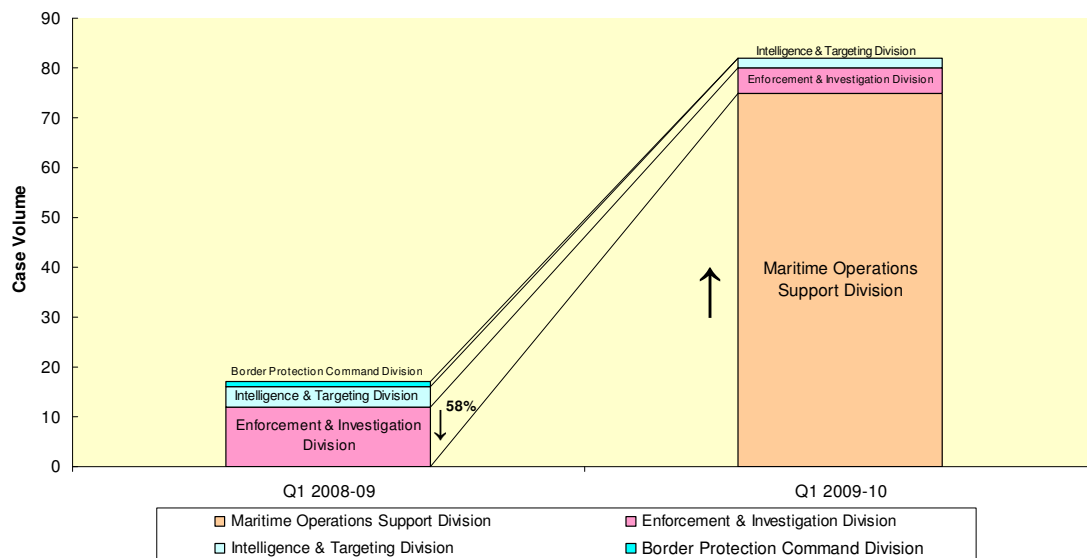
There were 82 compliment cases logged and acknowledged during the quarter. This represents a **413%** increase over the same period last year (16 cases) and a **221%** increase against the 3 year rolling average (26 cases).

### Border Enforcement



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

### Border Enforcement



Case Volume			
Division	Q1 2008-09	Q1 2009-10	Variance
Maritime Operations Support Division	0	75	-
Enforcement & Investigation Division	12	5	-58%
Intelligence & Targeting Division	4	2	-50%
Border Protection Command Division	1	0	-100%
<b>Total</b>	<b>17</b>	<b>82</b>	<b>382%</b>

## Key Issues

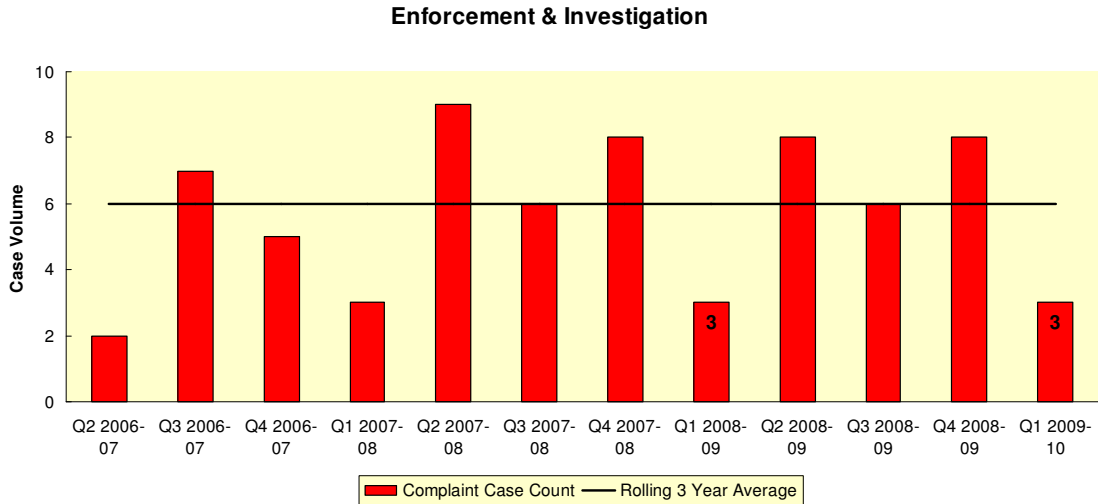
<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Always Held	0	14	-
Didn't expect fees	14	6	<b>-57%</b>
Unhappy with selection	0	6	-
Hold not removed	0	6	-
Always searched	35	2	<b>-94%</b>

<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Appreciated assistance	4	38	<b>850%</b>
Officer/s was professional	4	29	<b>625%</b>
Officer/s was friendly	2	6	<b>200%</b>
Officer/s was efficient	1	5	<b>400%</b>
Officer/s was helpful	2	4	<b>100%</b>

## Enforcement & Investigation Division

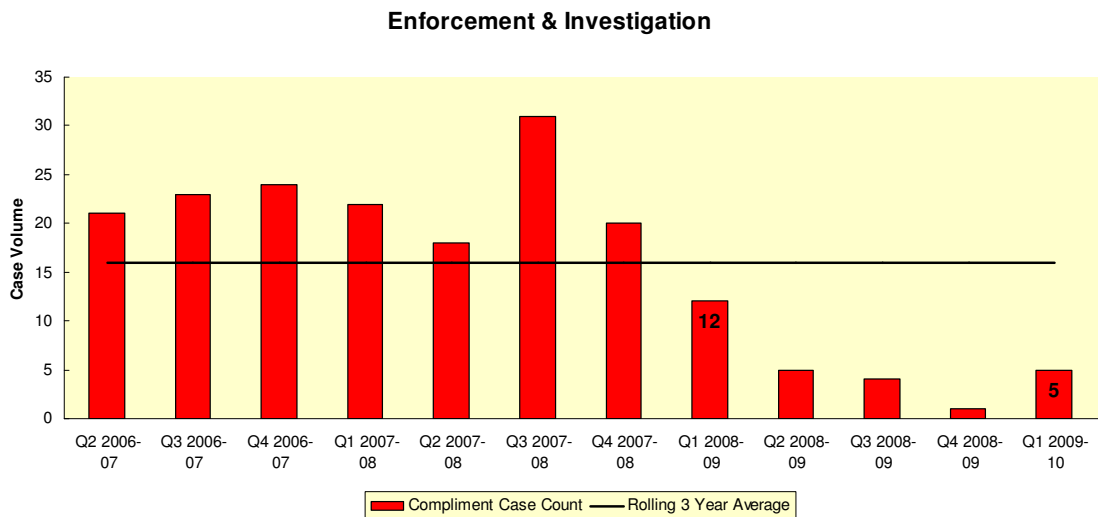
### Complaints

There were 3 complaint cases logged and investigated during the quarter. This represents no change on the same period last year (3 cases) and a **50%** decrease on the 3 year rolling average (6 cases).



### Compliments

There was 5 compliment case logged and acknowledged during the quarter. This represents a **58%** decrease over the same period last year (12 cases) and a **69%** decrease against the 3 year rolling average (16 cases).



## Key Issues

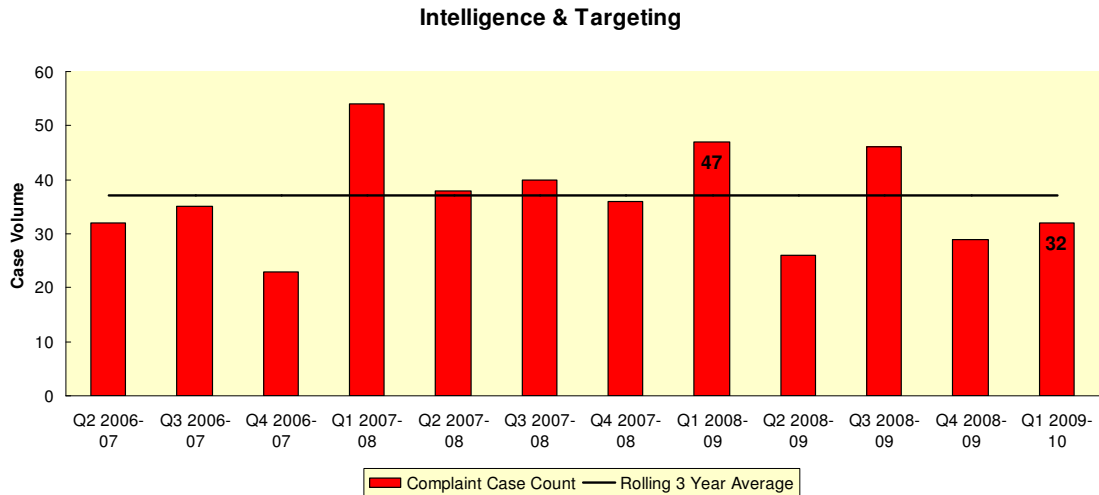
<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Process took too long	0	1	-
Process not explained	1	1	0%
Officer was rude	0	1	-
Facilities were inadequate	0	1	-
Other	0	1	-

<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Officer/s was professional	3	3	0%
Process was efficient	3	2	-33%
Appreciated assistance	3	1	-67%
Other	1	0	-100%
Officer/s was helpful	2	0	-100%

## Intelligence & Targeting Division

### Complaints

There were 32 complaint cases logged and investigated during the quarter. This represents a **32%** decrease over the same period last year (47 cases) and a **14%** decrease against the 3 year rolling average (37 cases).

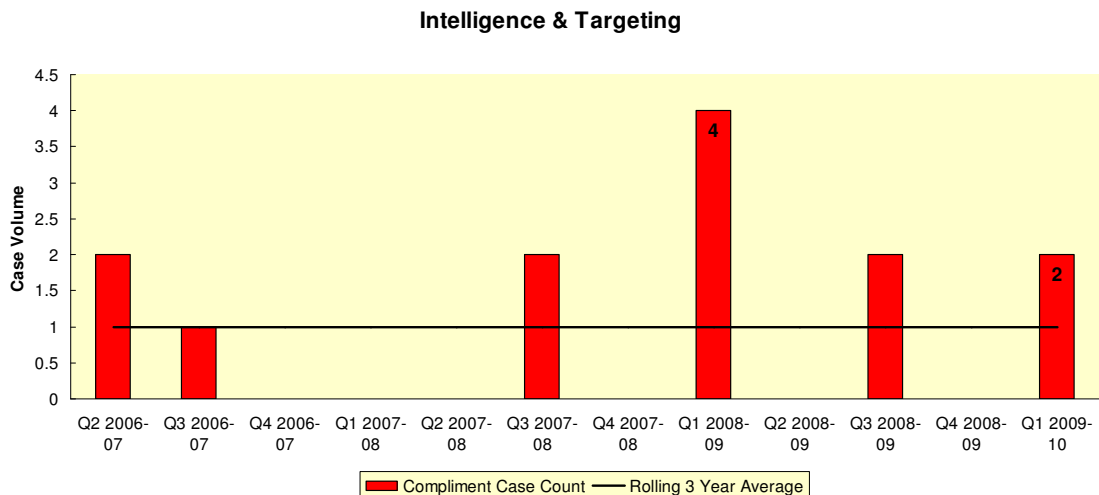


### Key Issues

Complaint			
Issue	Q1 2008-09	Q1 2009-10	Variance
Always Held	0	14	-
Didn't expect fees	13	6	-54%
Unhappy with selection	0	6	-
Hold not removed	0	6	-
Always searched	35	2	-94%

### Compliments

There were 2 compliment cases attributable to Intelligence & Targeting Division during the quarter. This represents **50%** decrease over the same period last year (4 cases) but a **200%** increase against the 3 year rolling average (1 case).

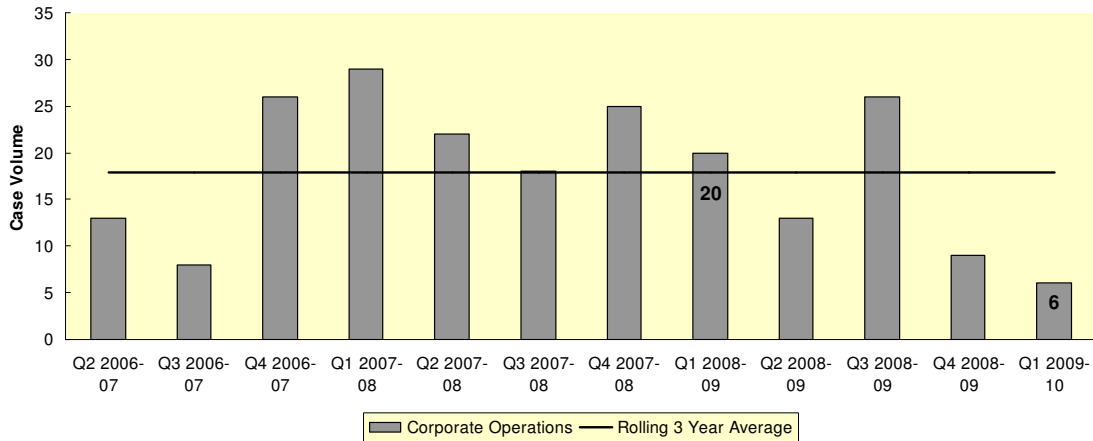


# Corporate Operations

## Complaints

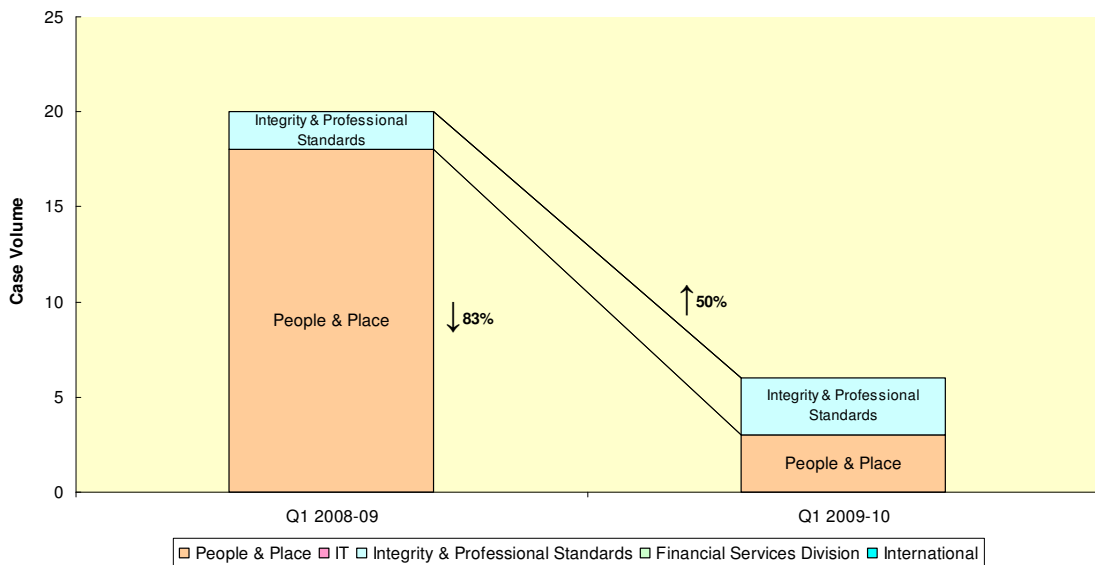
There were 6 complaint cases logged and investigated during the quarter. This represents a **70%** decrease over the same period last year (20 cases) and a **67%** decrease against the 3 year rolling average (18 cases).

**Corporate Operations**



The decrease in Corporate Operation cases this quarter compared to same period last year can be explained by a decrease in case volume in People and Place Division (**83%**).

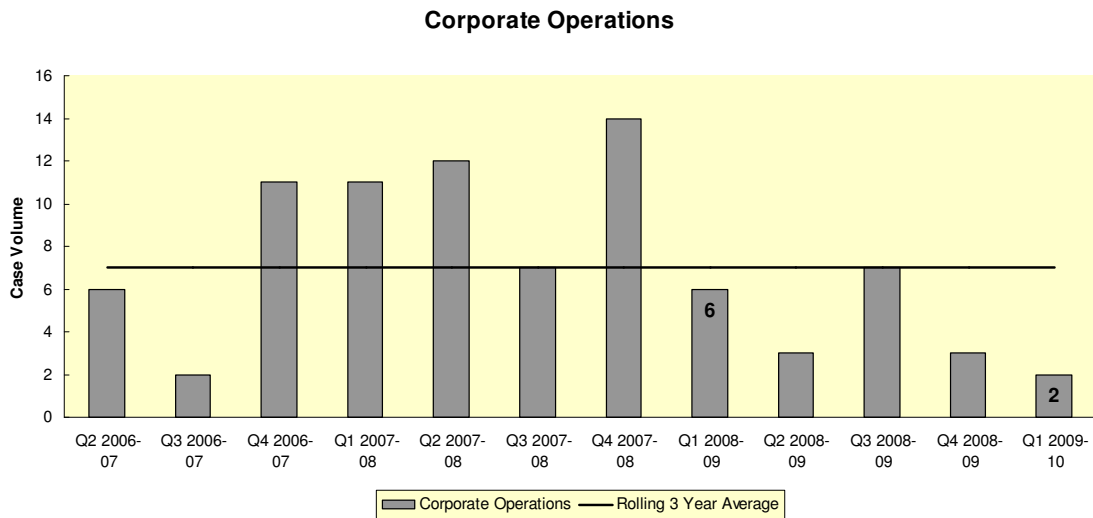
**Corporate Operations**



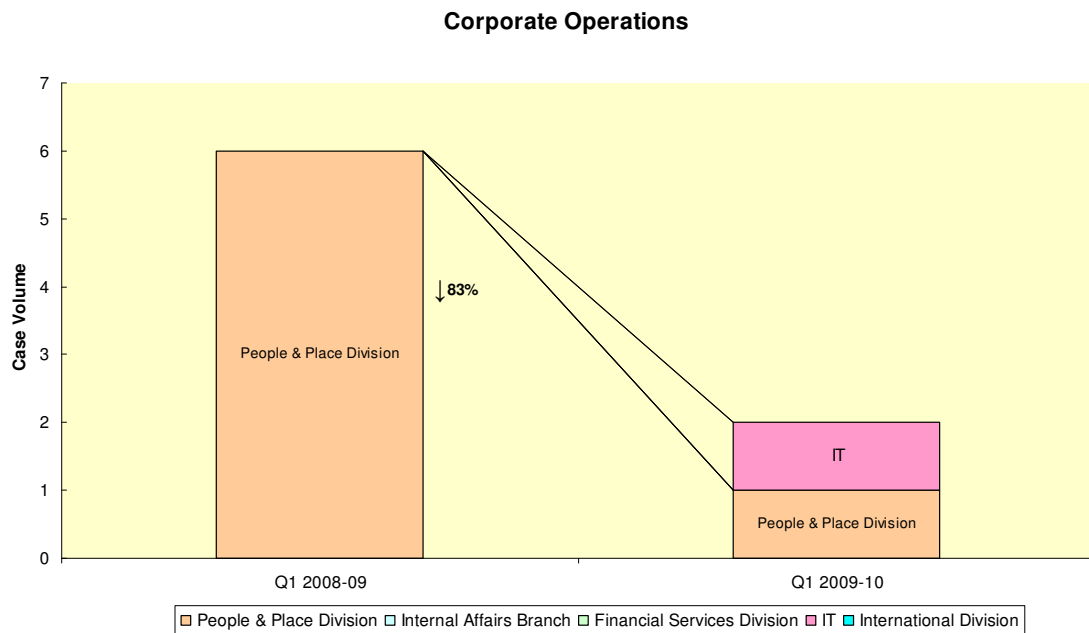
Case Volume			
Division	Q1 2008-09	Q1 2009-10	Variance
People & Place Division	18	3	<b>-83%</b>
Corporate & International Strategy	0	0	-
Information Technology Division	0	0	-
Integrity & Professional Standards	2	3	<b>50%</b>
Financial Services Division	0	0	-
<b>Total</b>	<b>20</b>	<b>6</b>	<b>-70%</b>

## Compliments

There were 2 compliment cases logged and acknowledged during the quarter. This represents a **67%** decrease over the same period last year (6 cases) and a **71%** decrease against the 3 year rolling average (7 cases).



The decrease in Corporate Operations compliment cases this quarter compared to the same period last year can be explained by the decrease in compliments attributed to the People and Place Division (**83%**).



Case Volume			
Division	Q1 2008-09	Q1 2009-10	Variance
People & Place Division	6	1	<b>-83%</b>
Integrity & Professional Standards	0	0	-
Financial Services Division	0	0	-
Information Technology Division	0	1	-
Corporate & International Strategy	0	0	-
<b>Total</b>	<b>6</b>	<b>2</b>	<b>-67%</b>

## Key Issues

<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Unhappy about process	6	2	-67%
Other	2	1	-50%
Always Held	0	1	-
Goods were missing	0	1	-
Conduct of Officer in public location	0	1	-

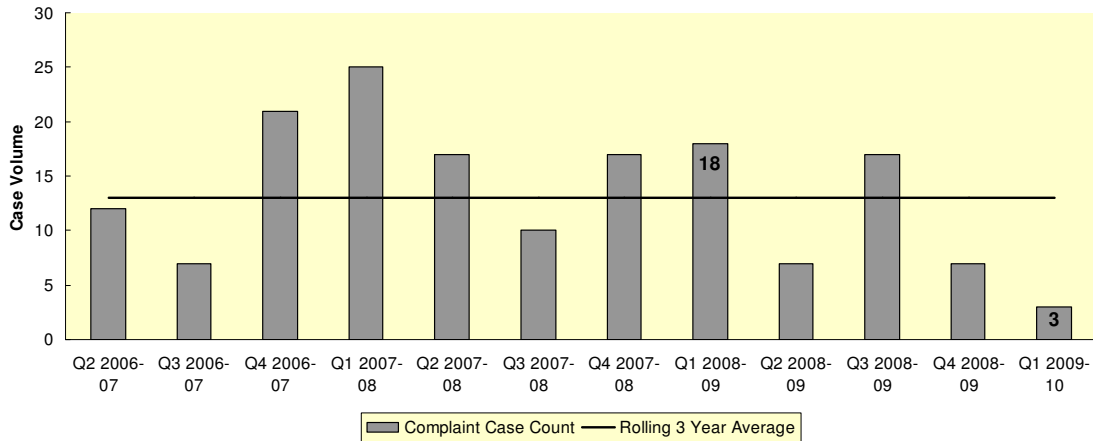
<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Easy to use	1	1	0%
Officer was professional	0	1	-
'Border Security'	1	0	-100%
Officer/s was professional	1	0	-100%
Appreciated assistance	1	0	-100%

## People and Place Division

### Complaints

There were 3 complaint cases logged and investigated during the quarter. This represents an **83%** decrease over the same period last year (18 cases) and a **77%** decrease against the 3 year rolling average (13 cases).

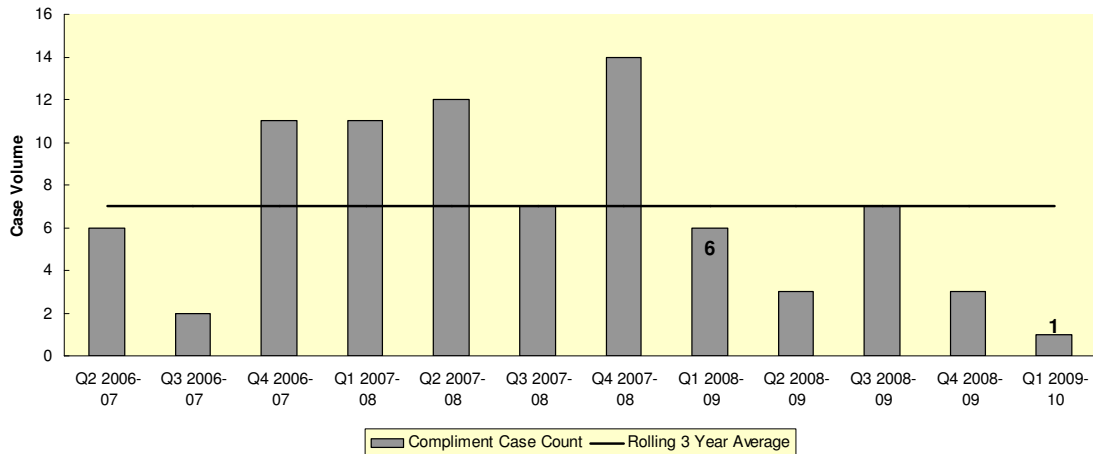
People and Place



### Compliments

There was 1 compliment case logged and acknowledge during the quarter. This represents an **83%** decrease over the same period last year (6 cases) and an **86%** decrease against the 3 year rolling average (7 cases).

People and Place



## Key Issues

<b>Complaint</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Unhappy about process	6	2	-67%
Other	0	1	-
'Border Security'	7	0	-100%
Documentation	3	0	-100%
Process took too long	1	0	-100%

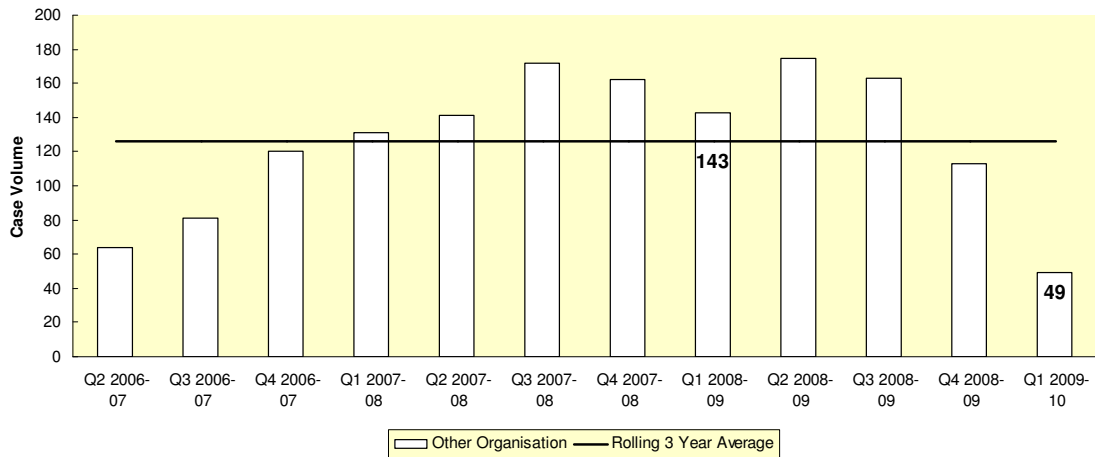
<b>Compliment</b>			
Issue	Q1 2008-09	Q1 2009-10	Variance
Easy to use	1	1	0%
'Border Security'	1	0	-100%
Officer/s was professional	1	0	-100%
Appreciated assistance	1	0	-100%
Officer/s was helpful	1	0	-100%

# Not Attributed

## Complaints

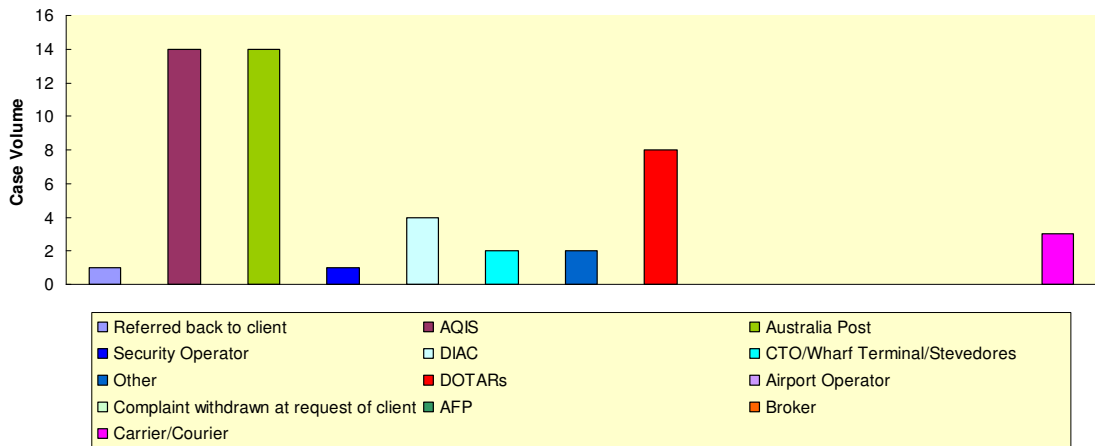
There were 49 complaint cases logged, investigated and subsequently referred back to the client or on to other organisations during the quarter. This represents a **66%** decrease over the same period last year (143 cases) and a **61%** decrease against the 3 year rolling average (126 cases).

**Other Organisation**



0 cases (0%) were “Referred back to client”. This description is used where Customs and Border Protection is not the attributable entity and, there is no, or we are unable to identify another entity, to refer the client to in order to enable them to continue pursuing the matter.

**Other Organisation**



## Compliments

There were no compliment cases logged, acknowledged and subsequently referred to another organisation during the quarter. This represents a slight decrease over the same period last year (1 case) and is marginally below the 3 year rolling average of 1 case.

## 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 – September 2009 quarter the average and median response times were:

#### Complaints:

Average **13** working days

Median **10** working days

#### Compliments:

Average **1.3** working days

Median **1** working day

71 cases (**14%**) did not meet the 15 working day benchmark during the quarter.

### How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 03 9244 8160

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

Complaints & Compliments Brochure

Letter: Reply Paid 86251, Melbourne Victoria, 8060

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

Or any Customs Officer.

How People Contact Us			
Source	Q1 2008-09	Q1 2009-10	Variation
Email	357	273	-24%
Website feedback form	36	83	131%
Telephone	68	23	-66%
Customs Officer	9	86	856%
Letter	32	20	-38%
Brochure	51	25	-51%
Ministerial	8	0	-100%
Via an external agency	0	3	0%
Fax	5	2	-60%
<b>Total</b>	<b>566</b>	<b>515</b>	<b>-9%</b>

## Complaints and Compliments Management Unit Product Feedback Form

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

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

How did you get this report?	
<input type="checkbox"/> Complaints and Compliments Management Unit sent it to me	<input type="checkbox"/> I downloaded it from the Customs and Border Protection Website
<input type="checkbox"/> I requested it	<input type="checkbox"/> Other : _____
<b><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, National Pay and Accounts Centre,  
 Australian Customs and Border Protection Service  
 1010 LaTrobe Street, Melbourne VIC 3008, Ph: 1800 228 227 or  
[comments@customs.gov.au](mailto:comments@customs.gov.au)