



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

October - December 2009

NATIONAL PAY & ACCOUNTS CENTRE

MELBOURNE

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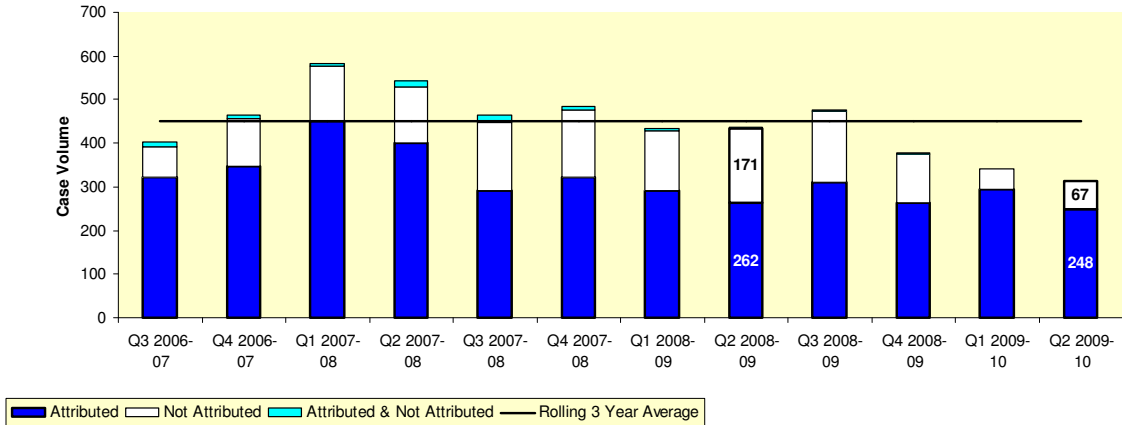
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EXECUTIVE SUMMARY

All Complaints

There were 315 unique complaint cases logged and investigated during the quarter. This represents a **28%** decrease over the same period last year (437 unique cases) and a **29%** decrease against the 3 year rolling average (444 unique cases).

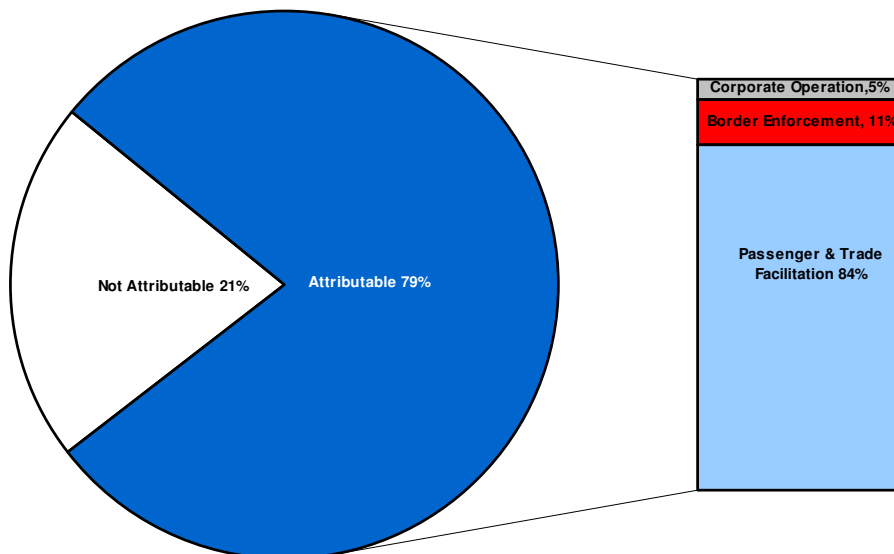
Customs and Border Protection



Attributable complaint cases accounted for 247 of the 315 cases logged and investigated. This represents a **7%** decrease over the figure recorded for the same period last year (262 attributed cases) and represents a **23%** decrease over the rolling three year average (324 attributed cases).

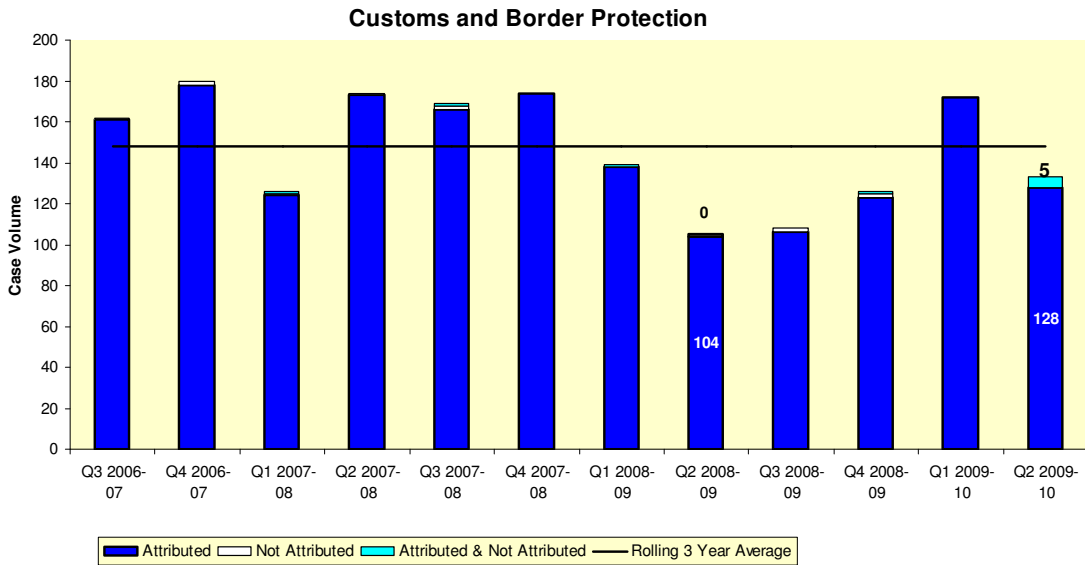
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

Customs and Border Protection



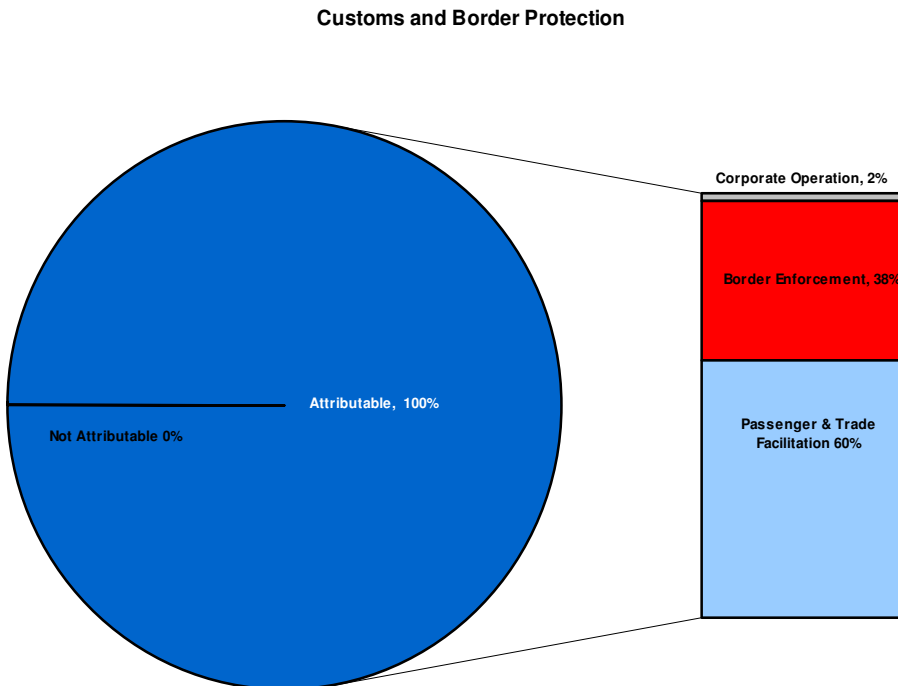
All Compliments

There were 133 compliment cases logged and acknowledged during the quarter. This represents a **27%** increase over the same period last year (105 unique cases) and a **10%** decrease against the 3 year rolling average (147 unique cases).



Attributable compliment cases account for all of the 133¹ cases logged and investigated. This represents a **28%** increase over the same period last year (104 attributed cases) and a **9%** decrease over the rolling three year average (146 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.



¹ There were 5 compliments received by Customs and Border Protection relating to the organisation as a whole and could not be attributed to a particular program.

Statistics²

Complaint Ratios		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment	1.44 : 1	-19%
Complaints to Air Movements	1 : 72183	35%
Complaints to TEU inspected		
1. ALL	1. 1: 429	1. -38%
2. CEF only	2. 1: 729	2. -68%
Complaints to Postal Articles inspected	1 : 1021915	127%
Complaints to Air Cargo Articles inspected	1 : 27083	-95%
Customs Information and Support Centre (CI&SC) complaints to contacts	1 : 11055	20%

Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Hold not removed	0	34	-
Officer was rude	38	22	-42%
Didn't expect duty/tax	33	17	-48%
Unhappy with selection	13	13	-
Goods were damaged	9	13	-44%

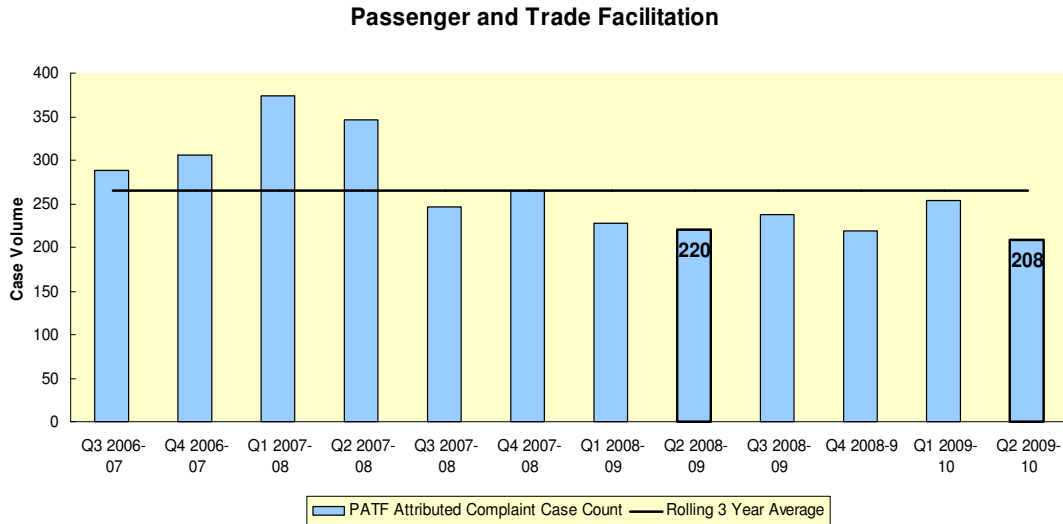
Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Appreciated assistance	24	34	42%
Officer/s was helpful	32	29	-9%
Officer/s was professional	25	28	12%
Officer/s was efficient	4	20	400%
Appreciated facilitation	3	6	100%

² All Statistics based on Attributed cases only

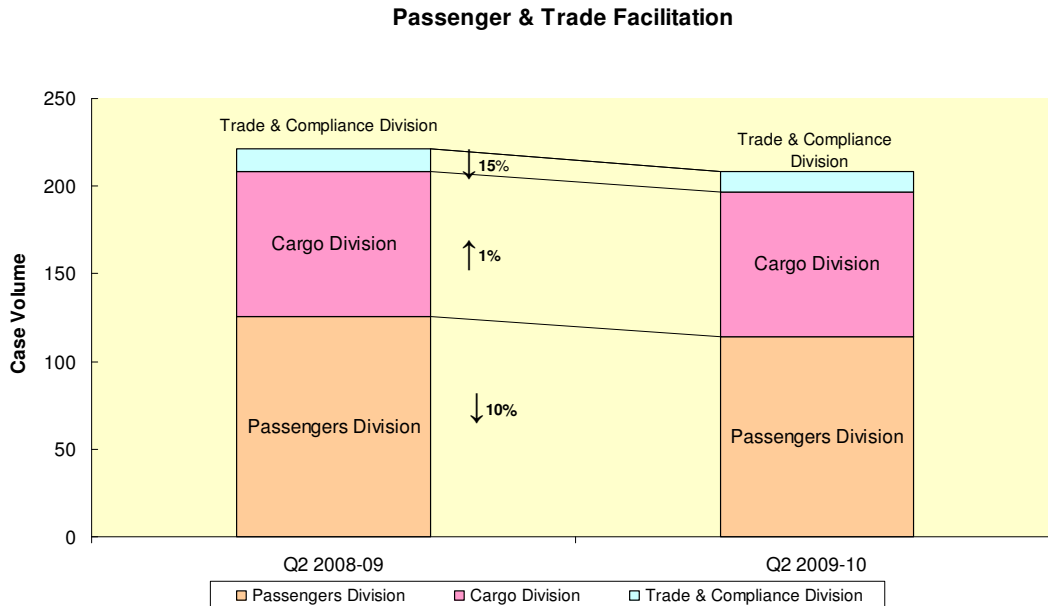
Passenger & Trade Facilitation

Complaints

There were 208 complaint cases logged and investigated during the quarter. This represents a **6%** decrease over the same period last year (220 cases) and a **22%** decrease against the 3 year rolling average (266 cases).



The decrease in complaint cases for the Passenger & Trade Facilitation program (**6%**) can be explained by the decreases in Passengers Division (**10%**), and Trade & Compliance Division (**15%**), although there was a slight increase in Cargo Division (**1%**).

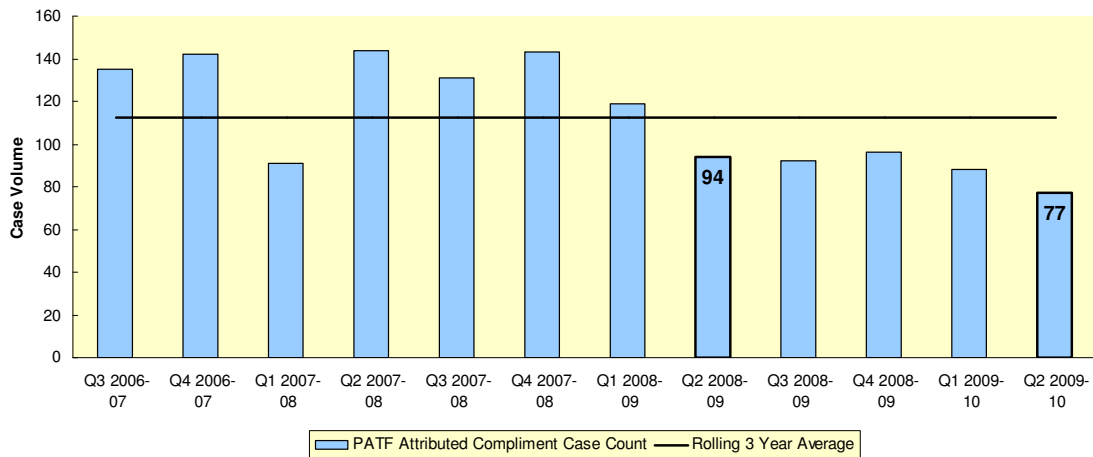


Case Volume			
Division	Q2 2008-09	Q2 2009-10	Variance
Passengers Division	126	114	-10%
Cargo Division	82	83	1%
Trade & Compliance Division	13	11	-15%
Total	221	208	-6%

Compliments

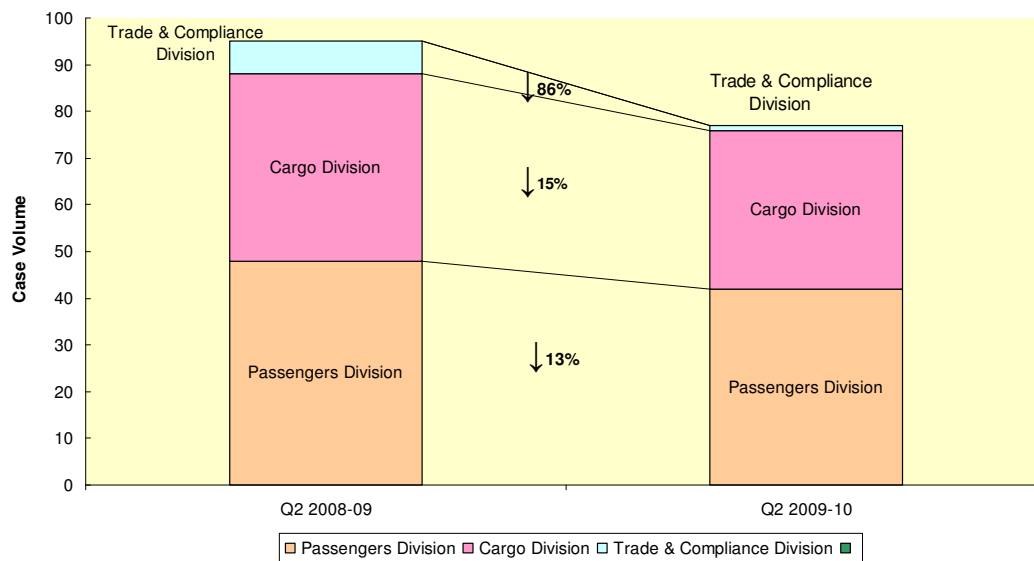
There were 77 compliment cases logged and acknowledged during the quarter. This represents a **19%** decrease over the same period last year (94 unique cases) and a **32%** decrease against the 3 year rolling average (113 unique cases).

Passenger and Trade Facilitation



The reduction in compliment cases for the Passenger & Trade Facilitation program (**19%**) can be explained by a reduction in cases attributed to the Passengers (**13%**), Cargo (**15%**) and Trade & Compliance Divisions (**86%**).

Passenger & Trade Facilitation



Case Volume			
Division	Q2 2008-09	Q2 2009-10	Variance
Passengers Division	48	42	-13%
Cargo Division	40	34	-15%
Trade & Compliance Division	7	1	-86%
Total	95	77	-19%

Key Issues

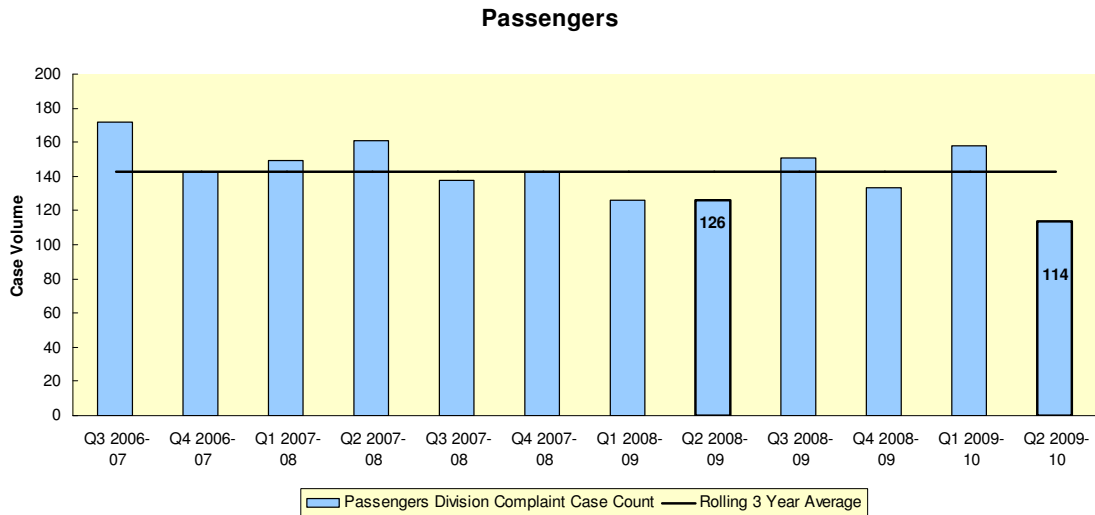
Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Hold not removed	0	24	-
Officer was rude	36	22	-39%
Didn't expect duty/tax	33	17	-48%
Goods were damaged	9	12	33%
I didn't like the questions	11	11	-

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Appreciated assistance	23	29	26%
Officer/s was helpful	27	22	-19%
Officer/s was professional	22	15	-32%
Appreciated facilitation	3	6	100%
Officer/s was friendly	9	4	-56%

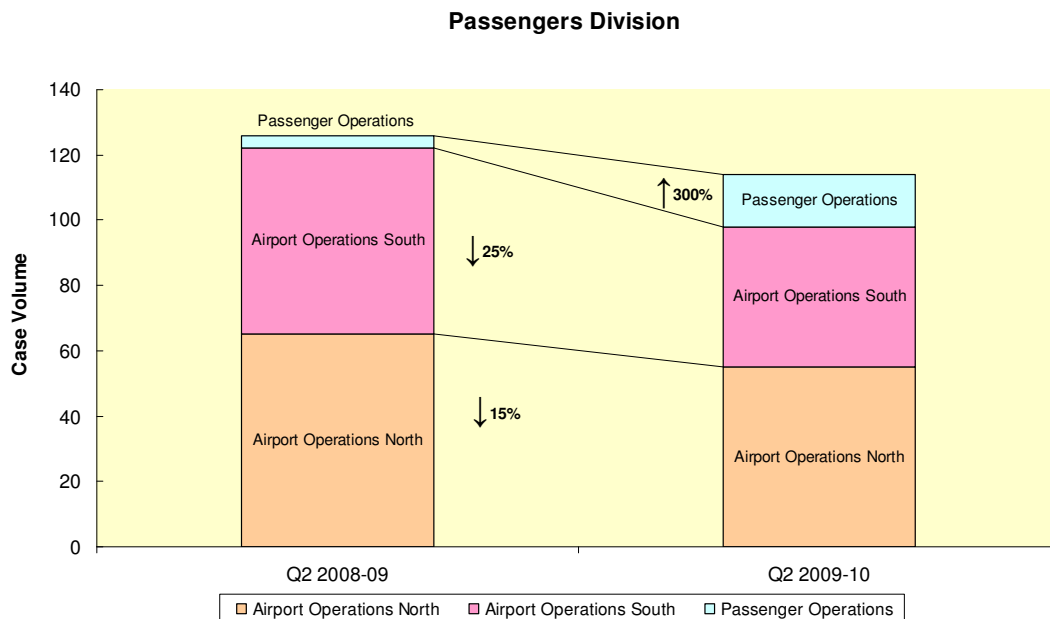
Passengers Division

Complaints

There were 114 complaints cases logged and investigated during the quarter. This represents a **10%** decrease over the same period last year (126 cases) and a **20%** decrease on the 3 year rolling average (143 cases).



The decrease in complaint cases for Passengers Division (**10%**) is comprised of decreases in Airport Operations South (**25%**), and in Airport Operations North (**15%**) and an increase of **300%** in Passenger Operations branch (predominantly TRS related complaints.)

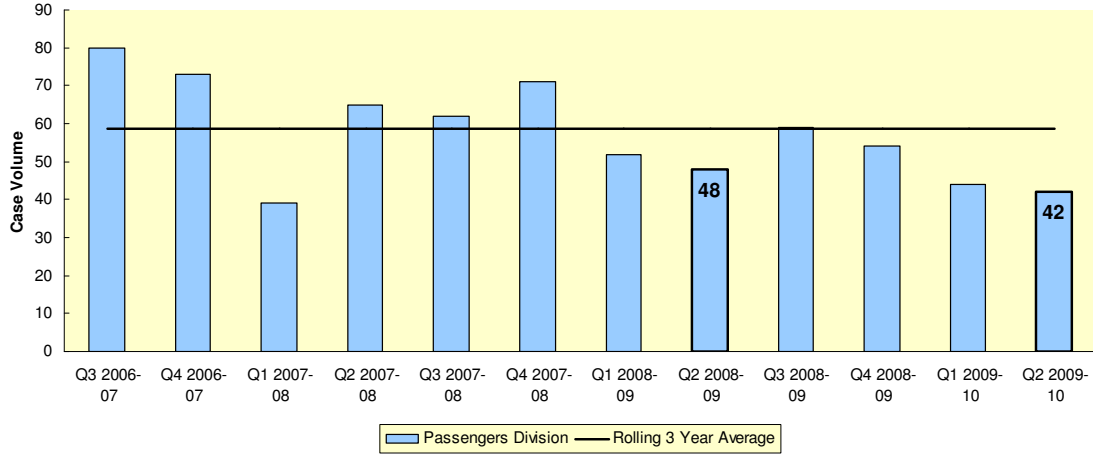


Case Volume			
Branch	Q2 2008-09	Q2 2009-10	Variance
Airport Operations North	65	55	-15%
Airport Operations South	57	43	-25%
Passenger Operations	4	16	300%
Total	126	114	-10%

Compliments

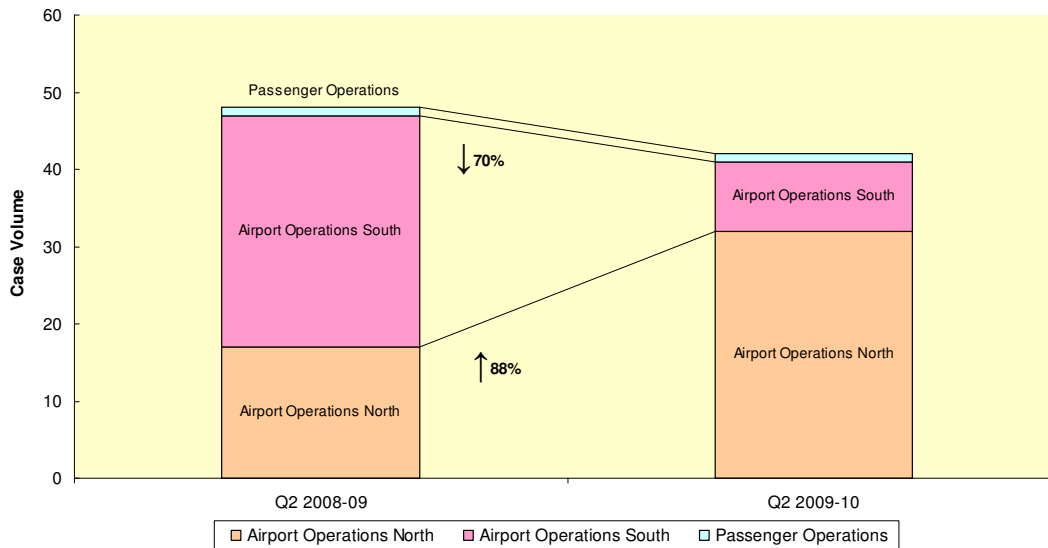
There were 42 compliment cases logged and acknowledged during the quarter. This represents a **13%** decrease over the same period last year (48 cases) and a **29%** decrease on the 3 year rolling average (59 cases).

Passengers



The reduction in compliment cases for Passengers Division (**13%**) can be explained by a reduction in cases attributed to the Airport Operations South Branch (**70%**) and an increase in cases attributed to the Airport Operations North Branch (**88%**). Passengers Operations cases was unchanged with 1 case being attributed.

Passengers Division



Case Volume			
Branch	Q2 2008-09	Q2 2009-10	Variance
Airport Operations North	17	32	88%
Airport Operations South	30	9	-70%
Passenger Operations	1	1	-
Total	48	42	-13%

Statistics

Airport Complaints for Q2 2009 - 10				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	1	61,750	58,951	120,701
Airport Operations Sydney	30	1,541,795	1,549,880	103,056
Airport Operations Melbourne	22	754,326	761,884	68,919
Airport Operations Brisbane	18	554,776	573,289	62,670
Airport Operations Perth	14	419,308	413,355	59,476
Airport Operations Darwin	2	47,458	55,066	51,262
Airport Operations Gold Coast	4	92,748	96,744	47,373
Airport Operations Adelaide	6	76,251	72,078	24,722
Other Airport Operations (TRS Canberra)	17	8,818	7,677	970
Total	114	3,557,230	3,588,924	62,686

Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer was rude	22	15	-32%
Didn't expect duty/tax	13	10	-23%
I didn't like the questions	11	10	-9%
Claim rejected	2	6	200%
Queue delay	10	5	-50%

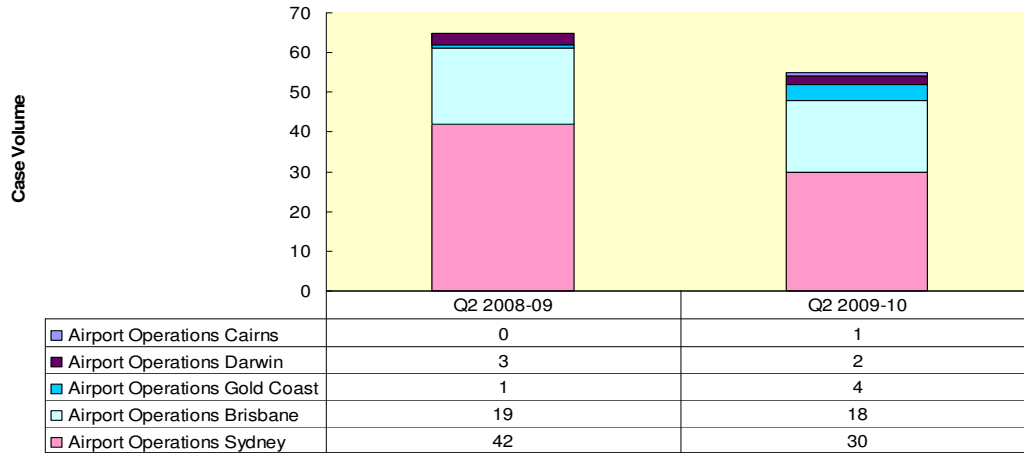
Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Appreciated assistance	15	19	27%
Officer/s was helpful	6	8	33%
Appreciated facilitation	2	6	200%
Officer/s was friendly	3	3	-
Officer/s was professional	8	2	-75%

Airport Operations North

Complaints

There were 55 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **15%** against the same period last year (65 cases).

Airport Operations North



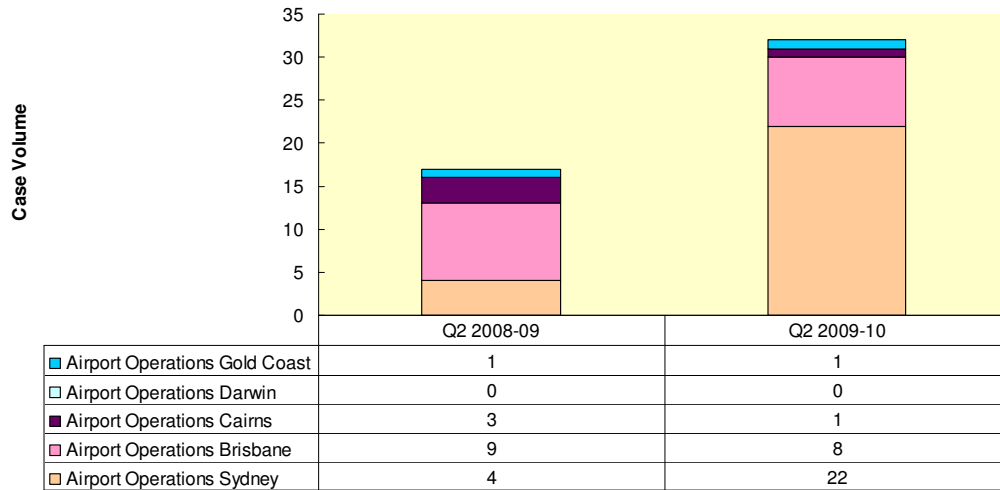
Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer was rude	14	9	-36%
I didn't like the questions	4	6	50%
Didn't expect duty/tax	6	5	-17%
Queue delay	9	4	-56%
Unhappy about 30 minute rule	10	3	-70%

Compliments

There were 32 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are up **88%** against the same period last year (17 cases).

Airport Operations North



Key Issues

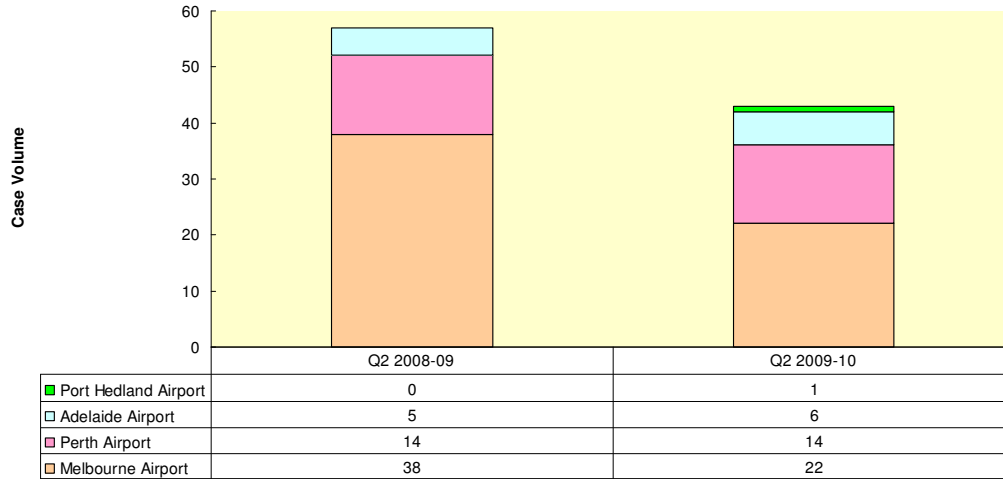
Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Appreciated assistance	4	17	325%
Appreciated facilitation	1	5	400%
Officer/s was helpful	2	4	100%
Officer/s was professional	4	3	-25%
Officer/s was friendly	4	3	-25%

Airport Operations South

Complaints

There were 43 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are **25%** down on the same period last year (57 cases).

Airport Operations South



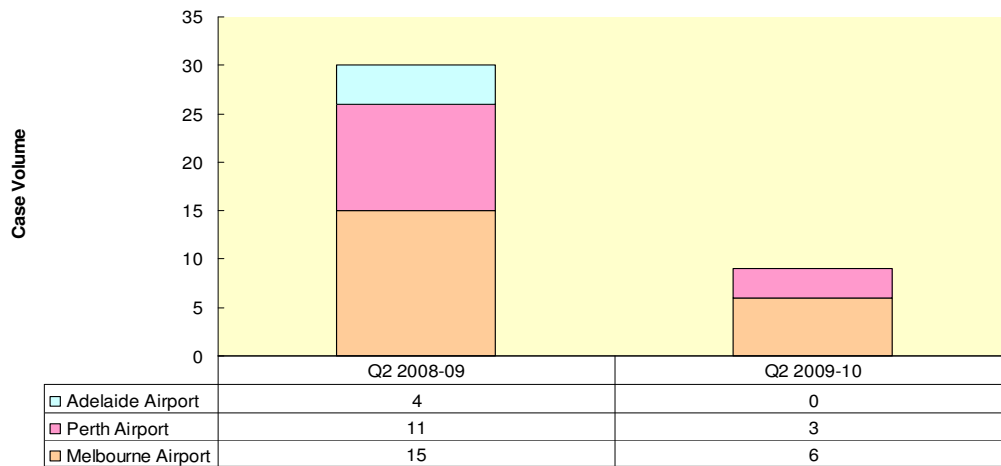
Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer was rude	14	10	-29%
Didn't expect duty/tax	10	5	-50%
I didn't like the questions	7	5	-29%
Goods were damaged	2	4	100%
Unhappy with the policy	0	3	-

Compliments

There were 9 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are down **70%** against the same period last year (30 cases).

Airport Operations South



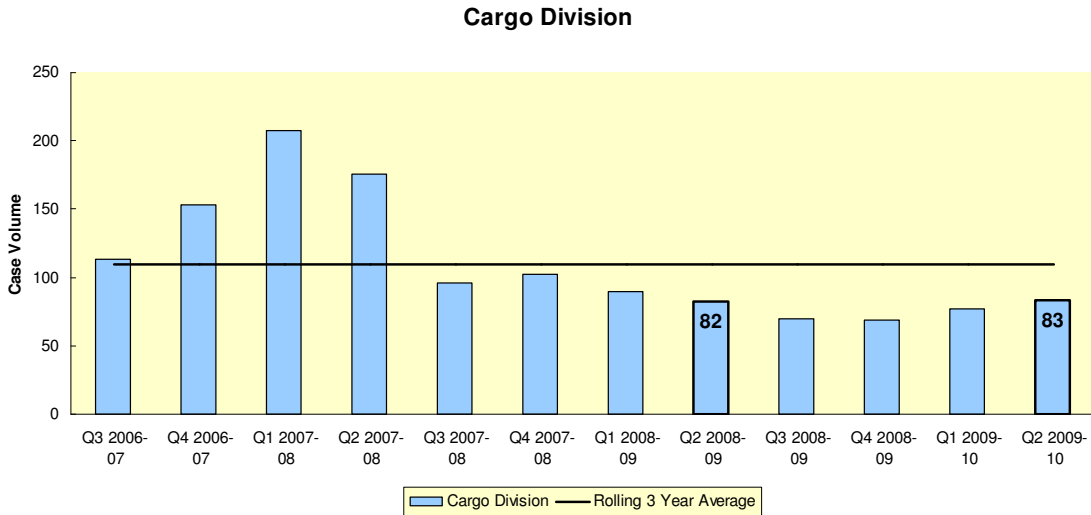
Key Issues

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was helpful	4	4	-
Appreciated assistance	16	3	-81%
Officer/s was informative	2	1	-50%
Officer/s was friendly	0	1	-
Process was efficient	6	0	-

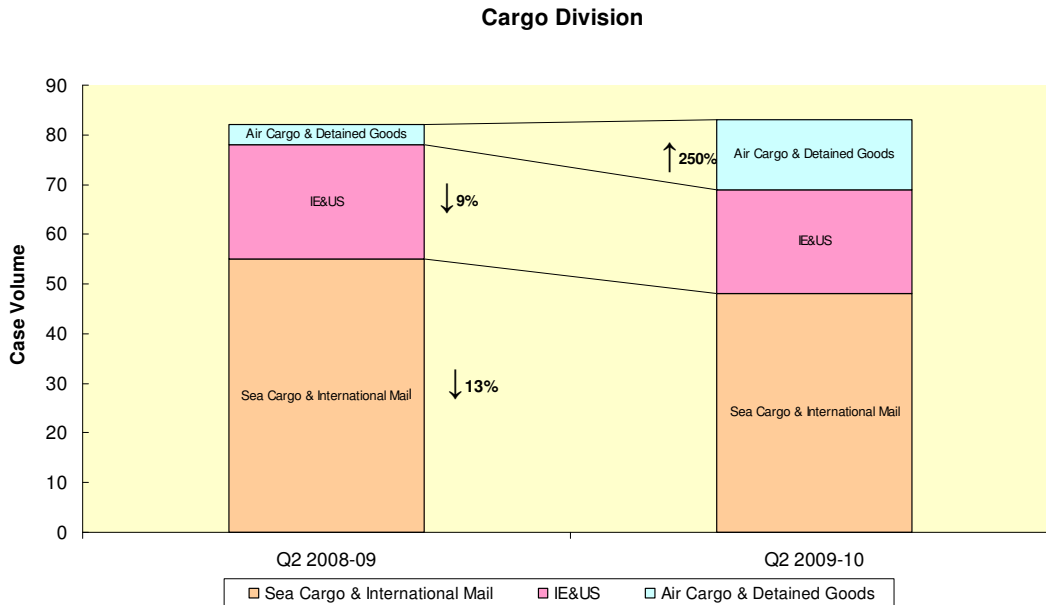
Cargo Division

Complaints

There were 83 complaint cases logged and investigated during the quarter. This represents a **1%** increase over the same period last year (82 cases) and a **24%** decrease against the 3 year rolling average (110 cases).



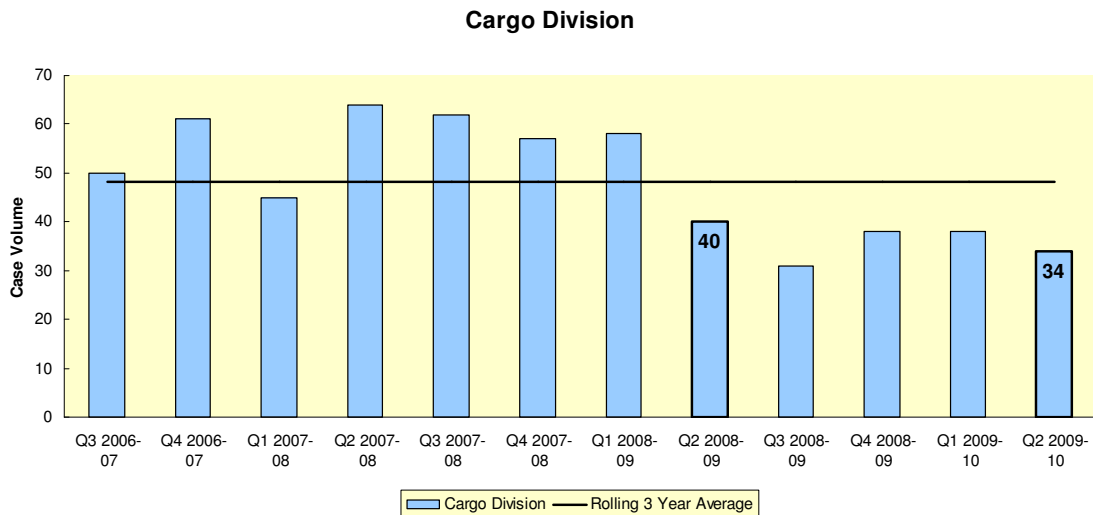
Cargo Division case volume this quarter was relatively unchanged (**1%**) by branch, compared to the same period last year. Sea Cargo and International Mail showed a decrease of **13%** whereas Industry Engagement & User Services Branch had a decrease of **9%** and Air Cargo and Detained goods showed an increase of **250%** from 4 to 14 cases.



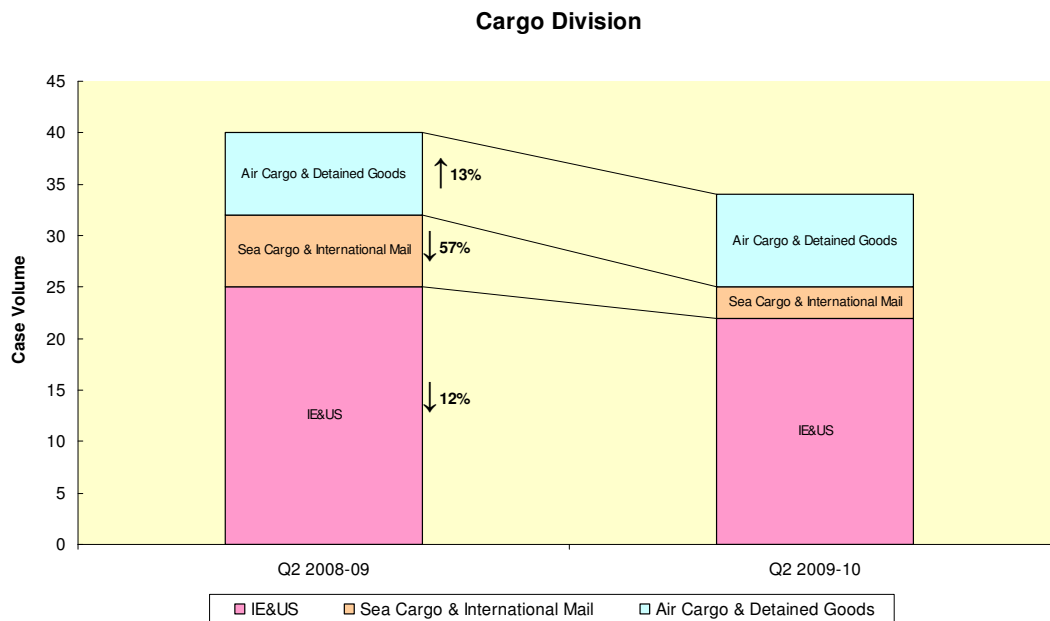
Branch	Q2 2008-09	Q2 2009-10	Variance
Sea Cargo & International Mail	55	48	-13%
IE&US	23	21	-9%
Air Cargo & Detained Goods	4	14	250%
Total	82	83	1%

Compliments

There were 34 compliment cases logged and acknowledged during the quarter. This represents an **18%** decrease over the same period last year (40 cases) and a **29%** decrease against the 3 year rolling average (48 cases).



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



Case Volume			
Branch	Q2 2008-09	Q2 2009-10	Variance
IE&US	25	22	-12%
Sea Cargo & International Mail	7	3	-57%
Air Cargo & Detained Goods	8	9	13%
Total	40	34	-15%

Statistics

Container Examination Facility Complaints			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Melbourne	11	9379	853
Sydney	9	8097	900
Brisbane	5	3798	760
Fremantle	6	2248	375
Adelaide	2	410	205
Townsville	0	47	0
Darwin	0	65	0
Total	33	24044	729

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	0	31,655	6011	238	37,904	0
November	5	30,945	6277	197	37,419	7,484
December	5	29,754	5336	216	35,306	7,061
Total	10	92,354	17,624	651	110,629	11,063

Key Issues

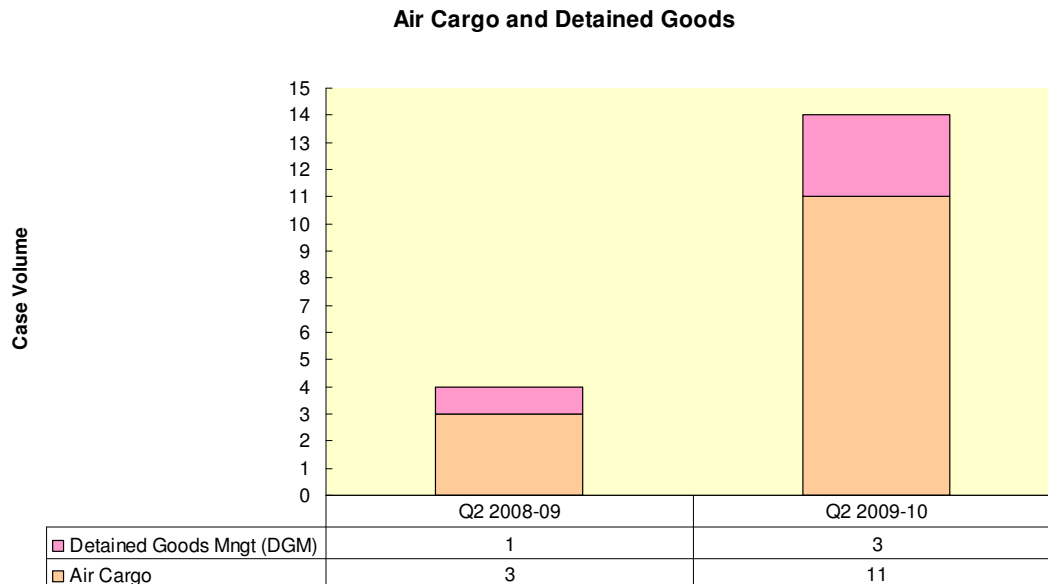
Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Hold not removed	0	23	-
Goods were damaged	6	8	33%
Goods were missing	1	5	400%
Goods were seized	0	5	-
Misinformed by Customs	4	4	-

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was helpful	19	14	-26%
Officer/s was professional	11	11	-
Appreciated assistance	2	9	350%
Keep up the good work	0	1	-
Officer/s was informative	11	0	-

Air Cargo and Detained Goods

Complaints

There were 14 complaint cases attributable to Air Cargo and Detained Goods during the quarter. The complaints this quarter are up **250%** on the same period last year (4 cases) and up **24%** on the 3 year rolling average (11 cases).



Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Goods were withheld	0	3	-
Goods were damaged	0	2	-
Goods were seized	0	2	-
Hold not removed	0	2	-
Didn't expect fees	0	1	-

Compliments

There were 9 compliment cases attributable to Air Cargo and Detained Goods during the quarter. The compliments this quarter are up **13%** on the same period last year (8 cases).

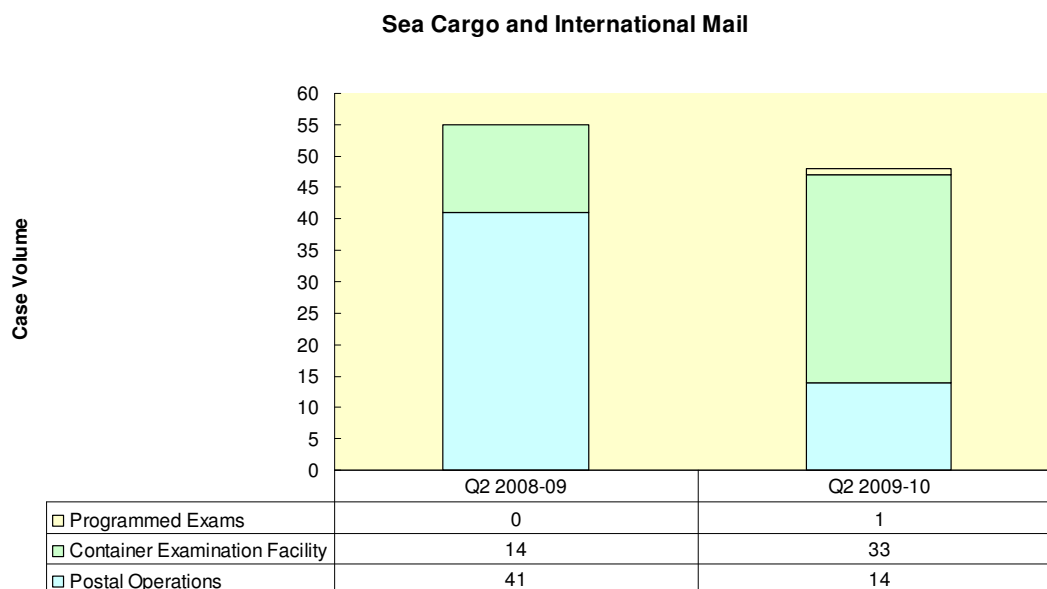
Key Issues

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was professional	3	4	33%
Officer/s was helpful	3	3	-
Appreciated assistance	0	2	-
Process was efficient	3	0	-
Officer/s was friendly	1	0	-

Sea Cargo and International Mail

Complaints

There were 48 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are down **13%** on the same period last year (55 cases) and down **31%** on the 3 year rolling average (70 cases).



Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Hold not removed	0	20	-
Goods were damaged	6	6	0%
Goods were missing	1	5	400%
Where is my postal article	1	3	200%
Process not explained	1	3	200%

Compliments

There were 3 compliment cases attributable to Sea Cargo and International Mail during the quarter. The compliments this quarter have decreased **57%** on the same period last year (7 cases).

Key Issues

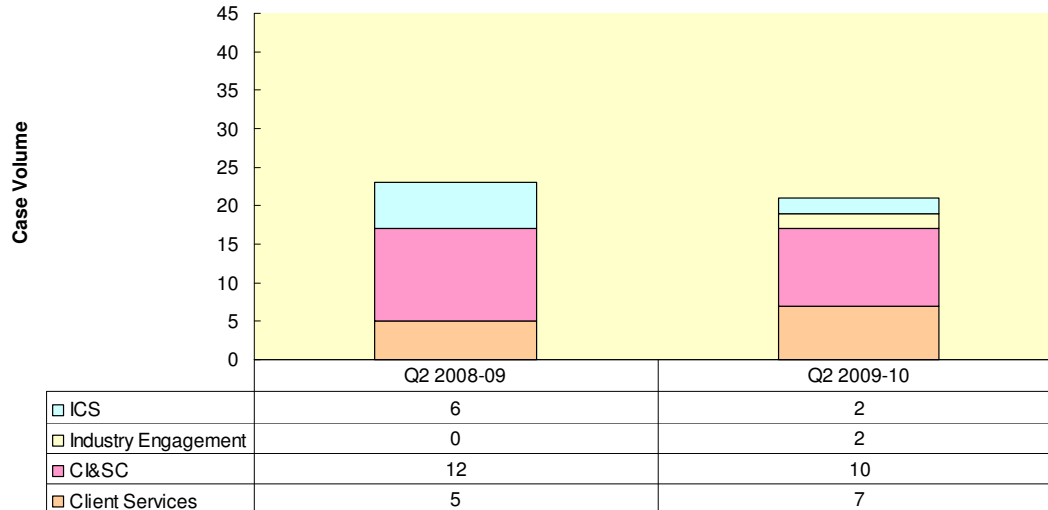
Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was helpful	4	1	-75%
Officer/s was professional	1	1	0%
Keep up the good work	0	1	-
Appreciated assistance	1	0	-100%
Process was efficient	1	0	-100%

Industry Engagement & User Services

Complaints

There were 21 complaint cases attributable to Industry Engagement and User Services during the quarter. The complaints this quarter are down **9%** on the same period last year (23 cases) and are down **32%** on the three year rolling average (31 cases).

Industry Engagement & User Services



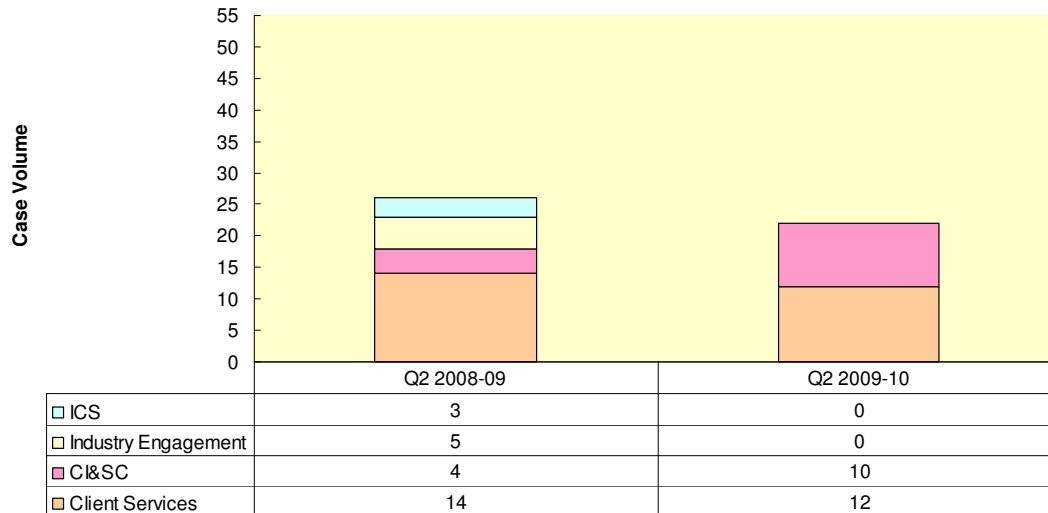
Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Misinformed by Customs	3	3	0%
Didn't expect duty/tax	1	3	200%
Officer was rude	7	2	-71%
I got the run-around	4	2	-50%
On hold too long	1	2	100%

Compliments

There were 22 compliment cases attributable to Industry Engagement and User Services during the quarter. The compliments this quarter have decreased **12%** on the same period last year (25 cases).

Industry Engagement & User Services



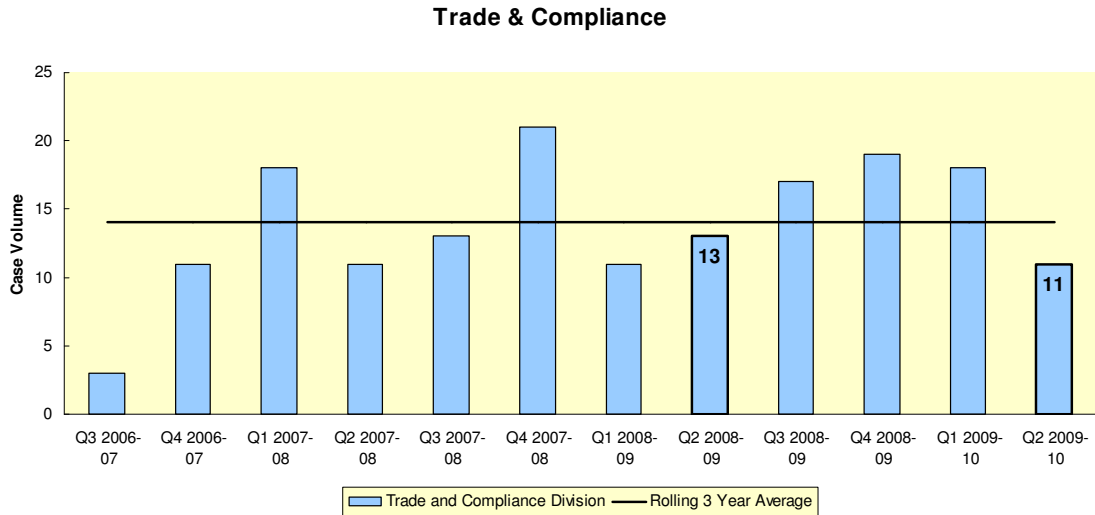
Key Issues

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was helpful	12	10	-17%
Appreciated assistance	1	7	600%
Officer/s was professional	7	6	-14%
Officer/s was informative	11	0	-
Officer/s was friendly	4	0	-

Trade and Compliance Division

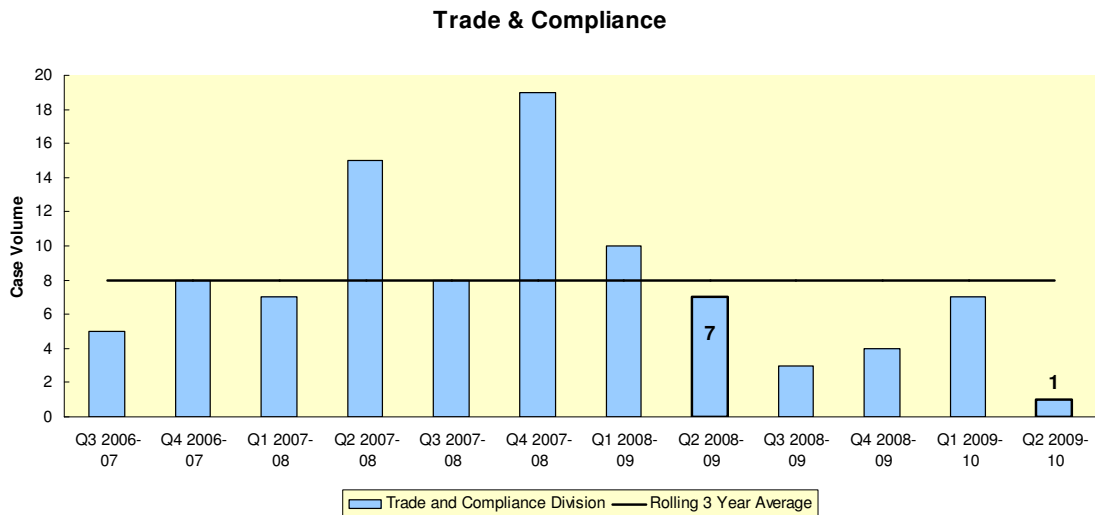
Complaints

There were 11 complaint cases logged and investigated during the quarter. This represents an **18%** decrease over the same period last year (13 cases) and a **21%** decrease on the 3 year rolling average (14 cases).



Compliments

There was 1 compliment case logged and acknowledged during the quarter. This represents an **86%** decrease from the same period last year (7 cases) and an **88%** decrease against the 3 year rolling average (8 cases).



Key Issues

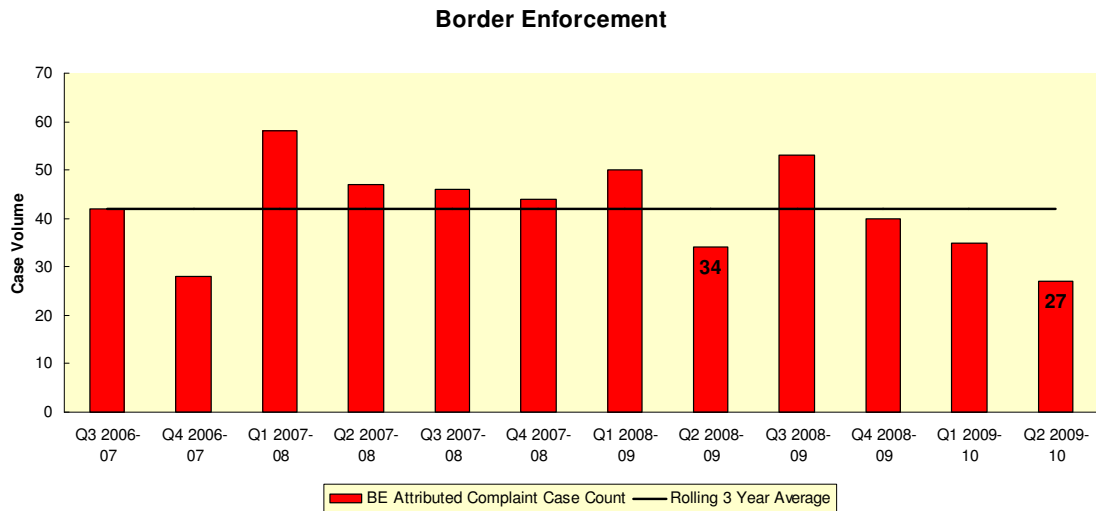
Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Didn't expect duty/tax	3	3	-
Didn't expect fees	5	2	-60%
Other	0	2	-
I'm Not Happy with the Policy	3	1	-67%
Unhappy with selection	1	1	-

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was professional	2	1	-50%
Officer/s was informative	2	0	-
Appreciated assistance	1	0	-
Officer/s was helpful	1	0	-
Process was efficient	1	0	-

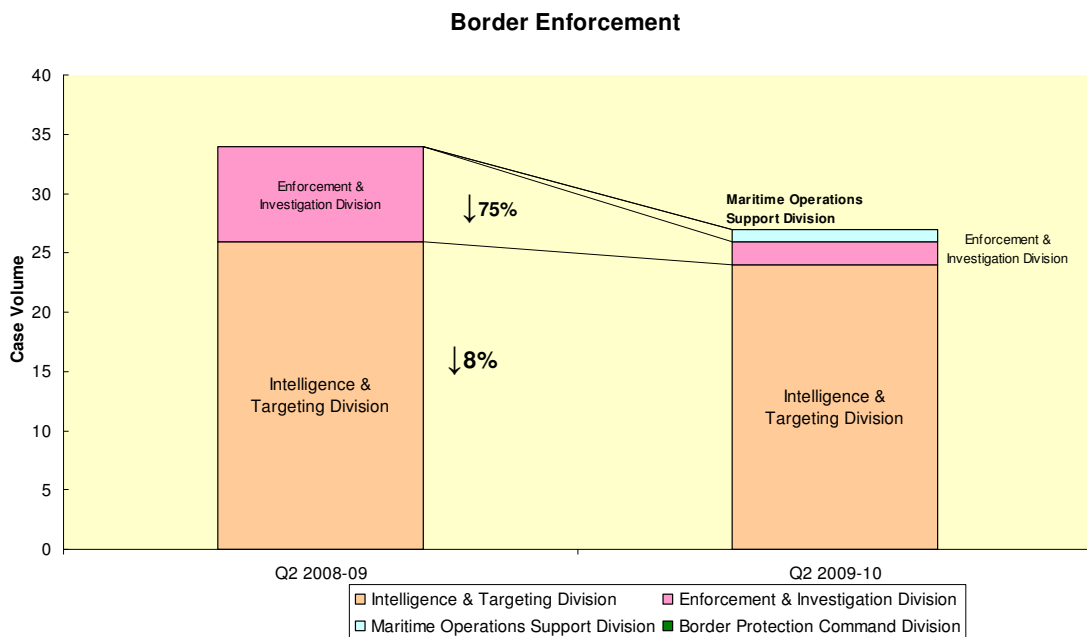
Border Enforcement

Complaints

There were 27 complaint cases logged and investigated during the quarter. This represents a **21%** decrease over the same period last year (34 cases) and a **36%** decrease against the 3 year rolling average (42 cases).



The decrease in cases this quarter compared to the same period last year can be explained by the decrease in cases attributed to the Enforcement and Investigation Division (**75%**).

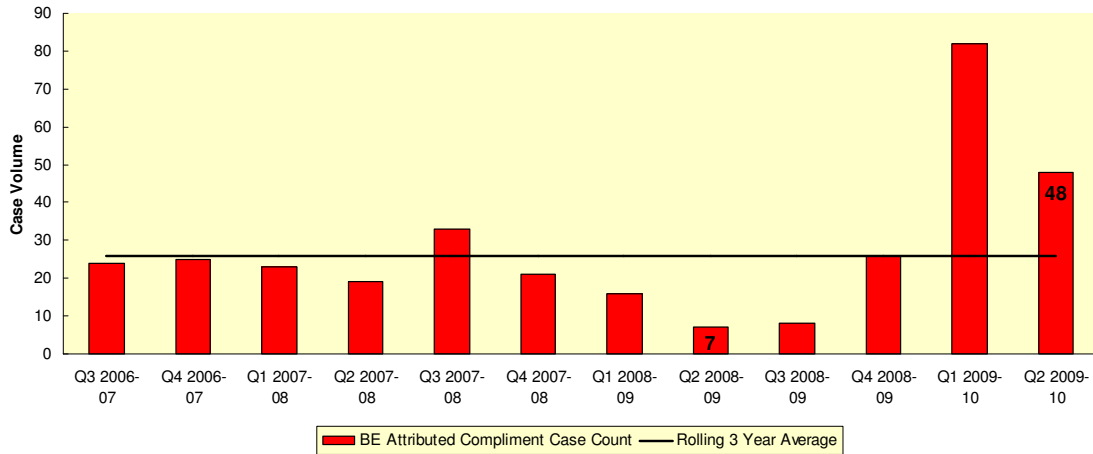


Case Volume			
Division	Q2 2008-09	Q2 2009-10	Variance
Intelligence & Targeting Division	26	24	-8%
Enforcement & Investigation Division	8	2	-75%
Maritime Operations Support Division	0	1	-
Border Protection Command Division	0	0	-
Total	34	27	-21%

Compliments

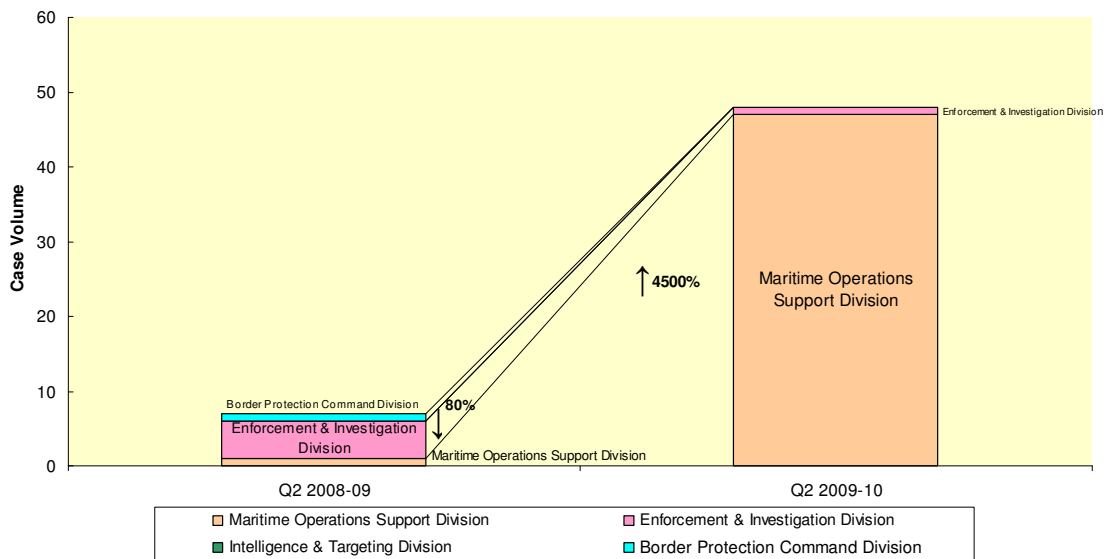
There were 48 compliment cases logged and acknowledged during the quarter. This represents a **586%** increase over the same period last year (7 cases) and an **86%** increase against the 3 year rolling average (26 cases).

Border Enforcement



The increase in Border Enforcement cases this quarter from the same period last year, can be explained by the use of customer surveys by the Maritime Operations Support Division resulting in a large increase in recorded compliments.

Border Enforcement



Case Volume			
Division	Q2 2008-09	Q2 2009-10	Variance
Maritime Operations Support Division	1	47	4600%
Enforcement & Investigation Division	5	1	-80%
Intelligence & Targeting Division	0	0	-
Border Protection Command Division	1	0	-100%
Total	7	48	586%

Key Issues

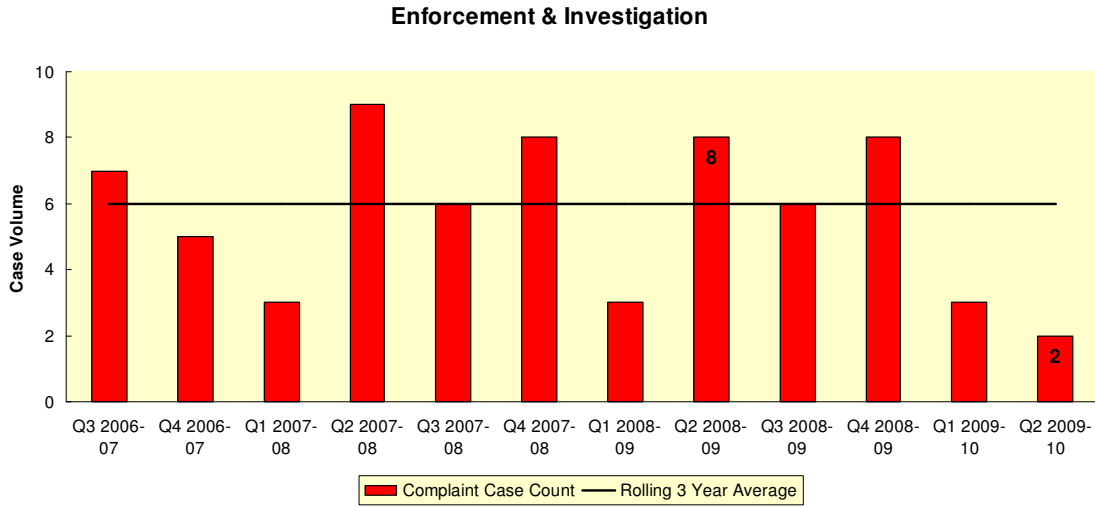
Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Hold not removed	0	10	-
Always Held	14	8	-43%
Unhappy with selection	2	5	150%
Other	0	3	-
Goods were damaged	0	1	-

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was efficient	1	20	1900%
Officer/s was professional	3	13	333%
Officer/s was helpful	3	6	100%
Appreciated assistance	1	5	400%
Officer/s was friendly	1	4	300%

Enforcement & Investigation Division

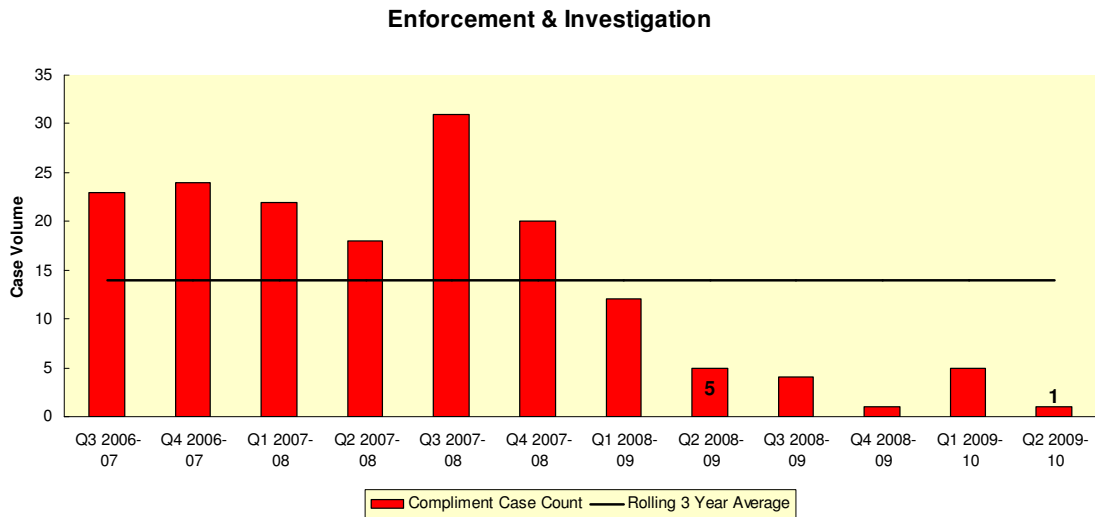
Complaints

There were 2 complaint cases logged and investigated during the quarter. This represents a decrease of **75%** on the same period last year (8 cases) and a **67%** decrease on the 3 year rolling average (6 cases).



Compliments

There was 1 compliment case logged and acknowledged during the quarter. This represents an **80%** decrease over the same period last year (5 cases) and a **93%** decrease against the 3 year rolling average (14 cases).



Key Issues

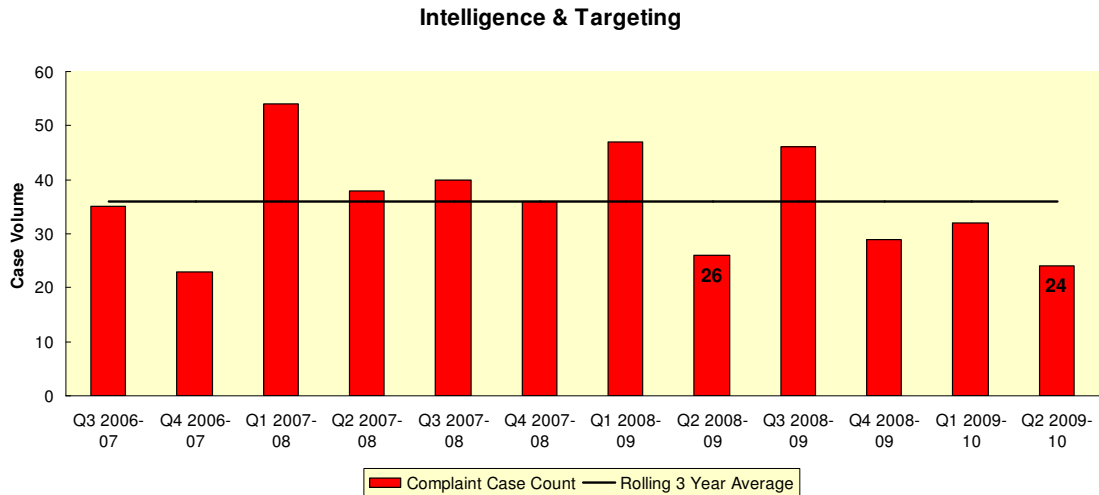
Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Other	0	1	-
Goods were damaged	0	1	-
Process not explained	1	0	-100%
Officer was rude	1	0	-100%
Process took too long	1	0	-100%

Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer/s was efficient	1	1	-
Officer/s was helpful	3	0	-
Officer/s was professional	2	0	-
Other	1	0	-
Officer/s was friendly	1	0	-

Intelligence & Targeting Division

Complaints

There were 24 complaint cases logged and investigated during the quarter. This represents an **8%** decrease over the same period last year (26 cases) and a **33%** decrease against the 3 year rolling average (36 cases).



Compliments

There were no compliment cases attributable to Intelligence & Targeting Division during the quarter.

Key Issues

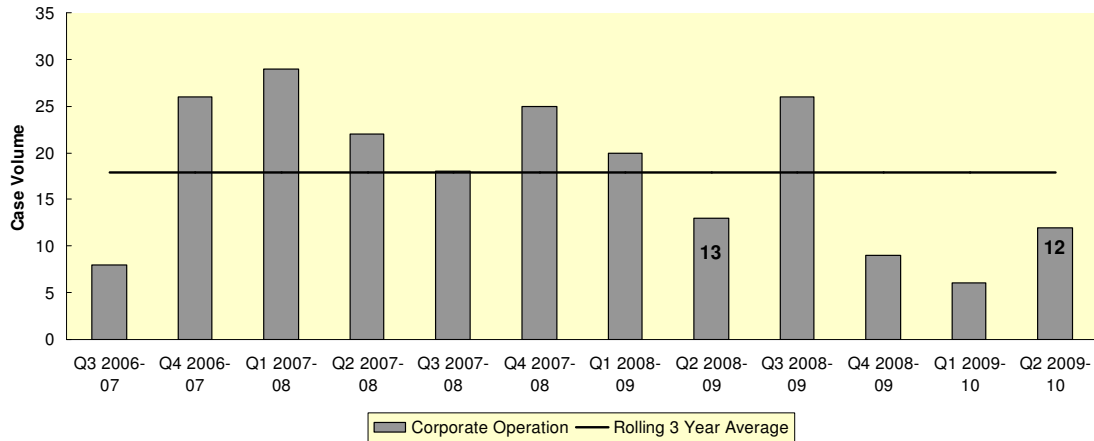
Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Hold not removed	0	10	-
Always Held	14	8	-43%
Unhappy with selection	1	5	400%
Other	0	1	-
Didn't expect fees	11	0	-100%

Corporate Operations

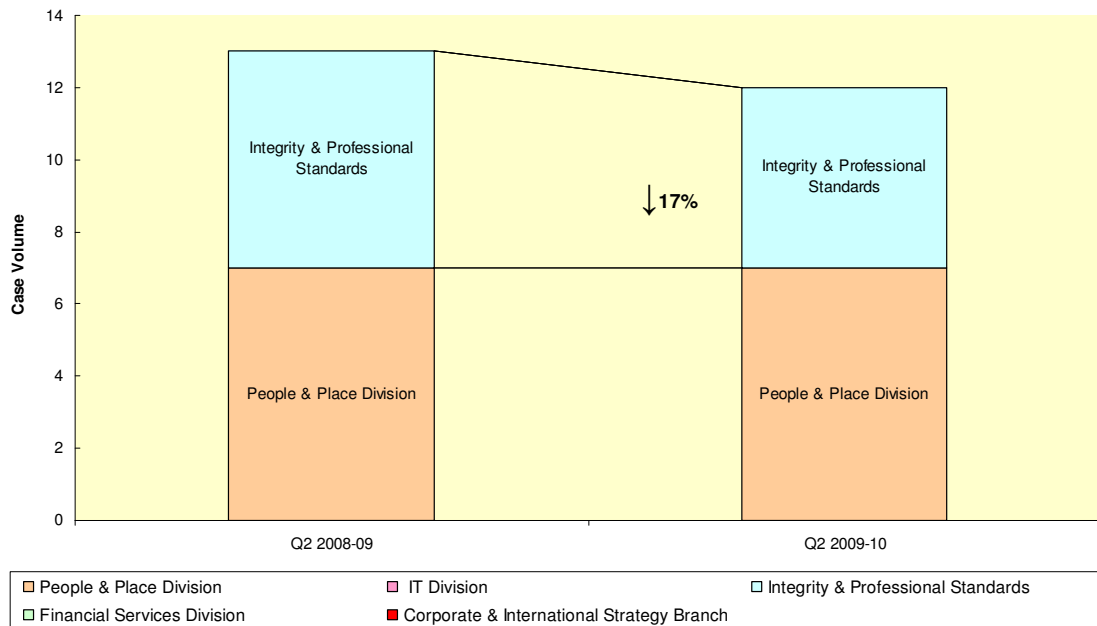
Complaints

There were 12 complaint cases logged and investigated during the quarter. This represents an **8%** increase over the same period last year (13 cases) and a **33%** decrease against the 3 year rolling average (18 cases).

Corporate Operations



Corporate Operations

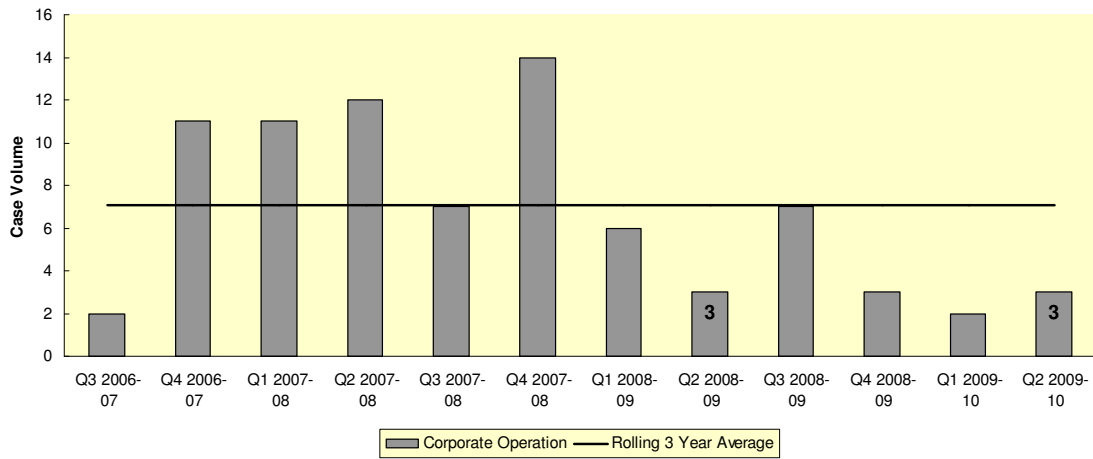


Case Volume			
Division	Q2 2008-09	Q2 2009-10	Variance
People & Place Division	7	7	-
Corporate & International Strategy Branch	0	0	-
IT Division	0	0	-
Integrity & Professional Standards	6	5	-17%
Financial Services Division	0	0	-
Total	13	12	-8%

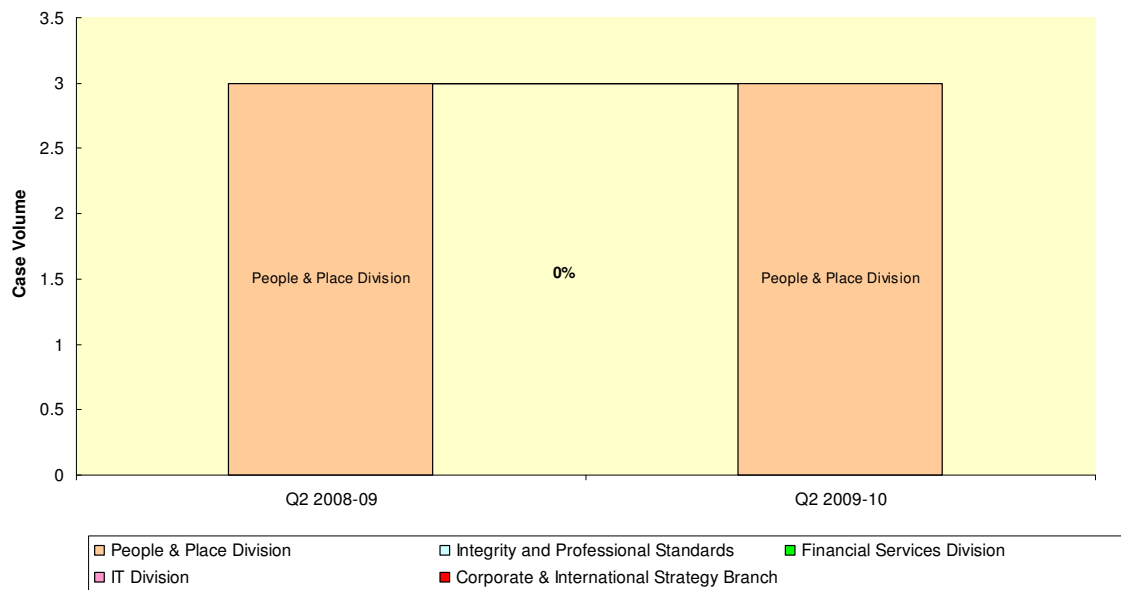
Compliments

There were 3 compliments cases logged and acknowledged during the quarter. This represents no change over the same period last year (3 cases) and a **58%** decrease against the 3 year rolling average (7 cases).

Corporate Operations



Corporate Operations



Case Volume			
Division	Q2 2008-09	Q2 2009-10	Variance
People & Place Division	3	3	-
Integrity & Professional Standards	0	0	-
Financial Services Division	0	0	-
IT Division	0	0	-
Corporate & International Strategy Branch	0	0	-
Total	3	3	-

Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
Goods were missing	3	3	-
'Border Security'	1	3	200%
Other	2	2	-
Unhappy with content	0	2	-
Broken links	0	1	-

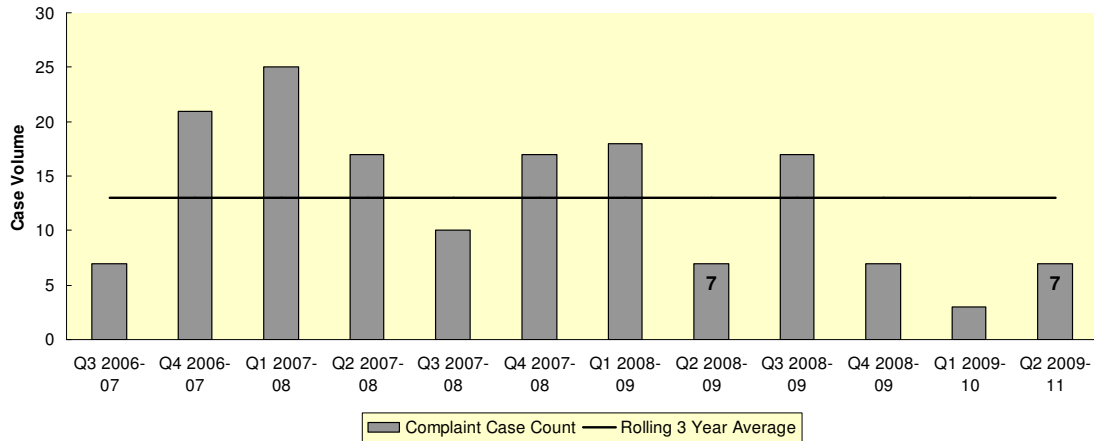
Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer was professional	0	2	-
Officer/s was helpful	2	1	-50%
Easy to use	1	0	-100%

People and Place Division

Complaints

There were 7 complaint cases logged and investigated during the quarter. This represents no change over the same period last year (7 cases) and a **46%** decrease against the 3 year rolling average (13 cases).

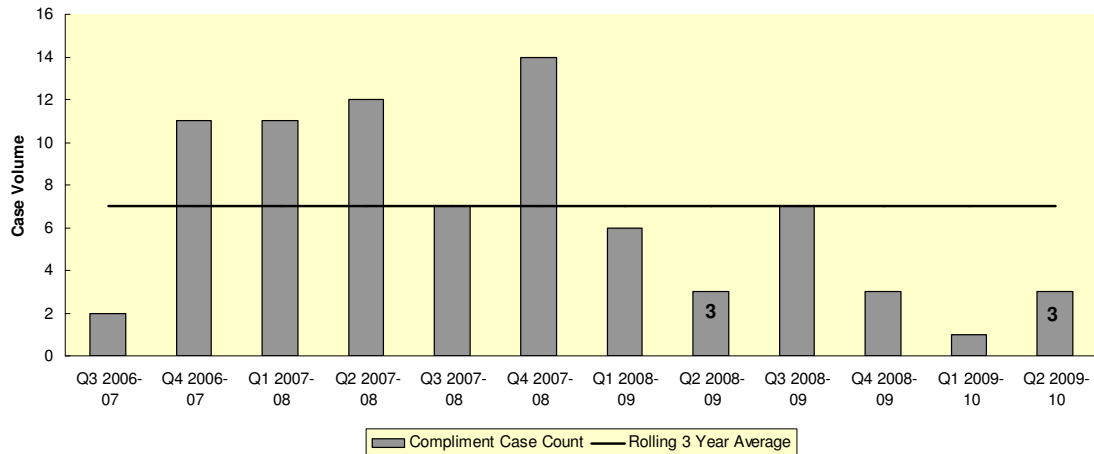
People and Place



Compliments

There were 3 compliments cases logged and acknowledge during the quarter. This represents no change over the same period last year (6 cases) and a **57%** decrease against the 3 year rolling average (7 cases).

People and Place



Key Issues

Complaint			
Issue	Q2 2008-09	Q2 2009-10	Variance
'Border Security'	1	3	200%
Unhappy with content	0	2	-
Other	2	1	-50%
Broken links	0	1	-
Conduct of Officer using a Customs vehicle	2	0	-100%

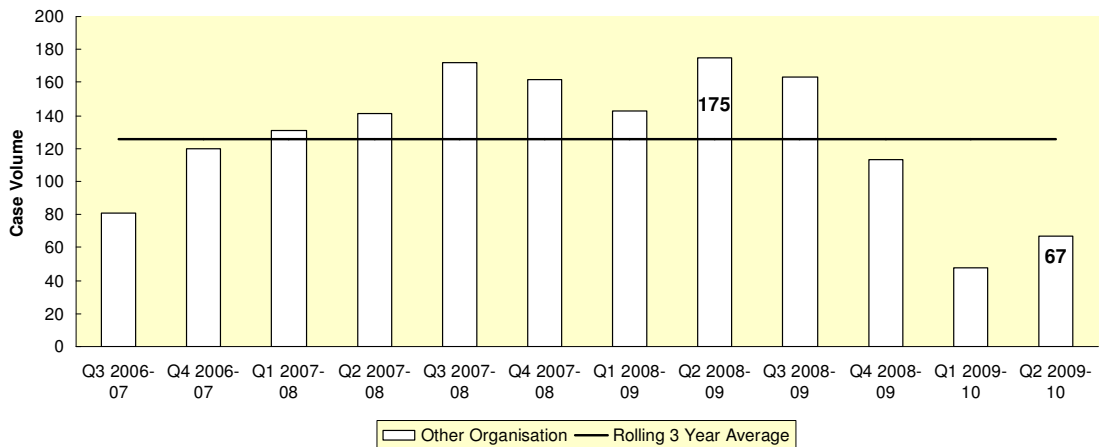
Compliment			
Issue	Q2 2008-09	Q2 2009-10	Variance
Officer was professional	0	2	-
Officer/s was helpful	2	1	-50%
Easy to use	1	0	-100%

Not Attributed

Complaints

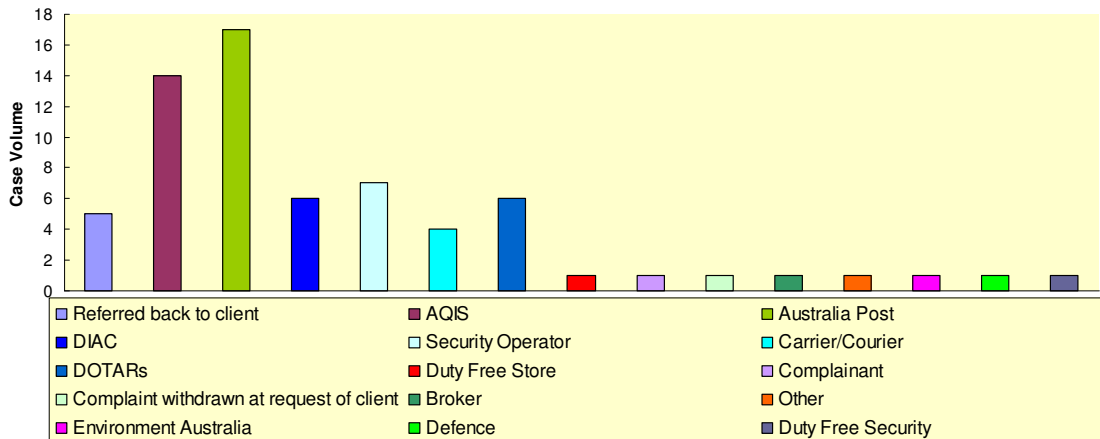
There were 67 complaint cases logged, investigated and subsequently referred back to the client or on to other organisations during the quarter. This represents a **62%** decrease over the same period last year (175 cases) and a **47%** decrease against the 3 year rolling average (126 cases).

Other Organisation



5 cases (7%) 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 contact 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 reduction of 1 case 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 October – December 2009 quarter the average and median response times were:

Complaints:

Average **10.92** working days

Median **8** working days

Compliments:

Average **1** working day

Median **1** working day

25% (78 cases) 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

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	Q2 2008-09	Q2 2009-10	Variation
Email	307	262	-15%
Website feedback form	76	56	-26%
Customs Officer	19	54	184%
Telephone	65	34	-48%
Brochure	30	23	-23%
Letter	37	10	-73%
Via an external agency	0	7	0%
Fax	1	1	0%
Ombudsman	0	1	0%
Ministerial	5	0	-100%
Total	540	448	-17%

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, 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