



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

April – June 2011

CORPORATE CONNECT

MELBOURNE

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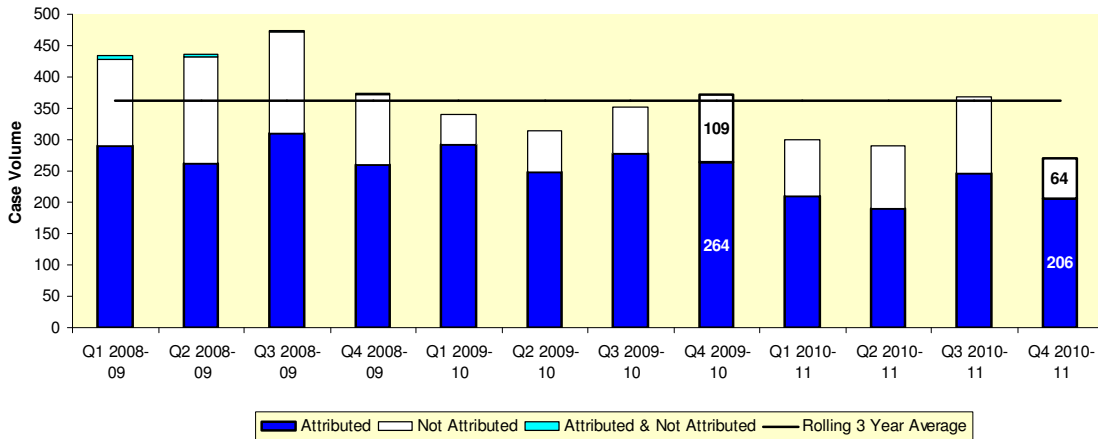
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EXECUTIVE SUMMARY

All Complaints

There were 270 unique complaint cases logged and investigated during the quarter. This represents a **28%** decrease over the same period last year (373 unique cases) and a **25%** decrease against the 3 year rolling average (361 unique cases).

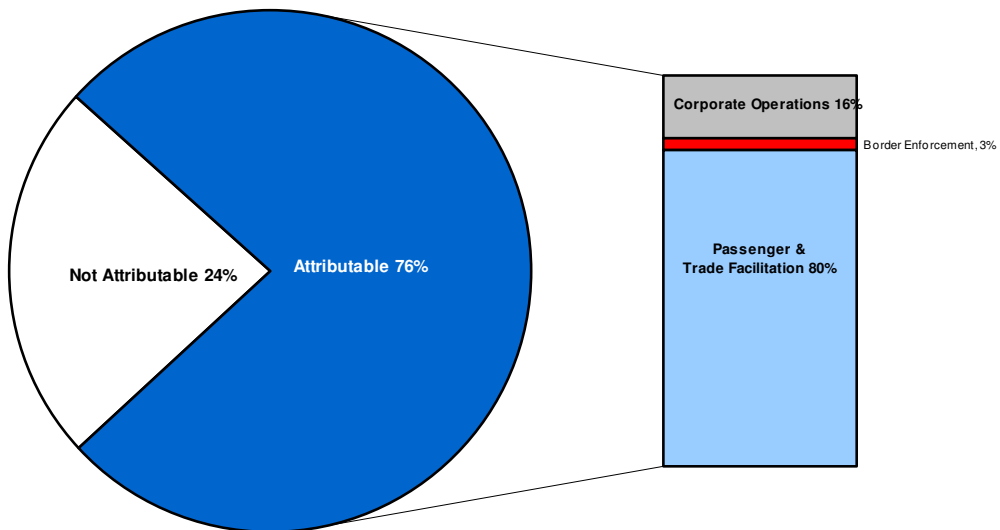
Customs and Border Protection



Attributable complaint cases accounted for 206 of the 270 cases logged and investigated. This represents a **22%** decrease to the figure recorded for the same period last year (264 attributed cases) and represents an **20%** decrease over the rolling three year average (256 attributed cases).

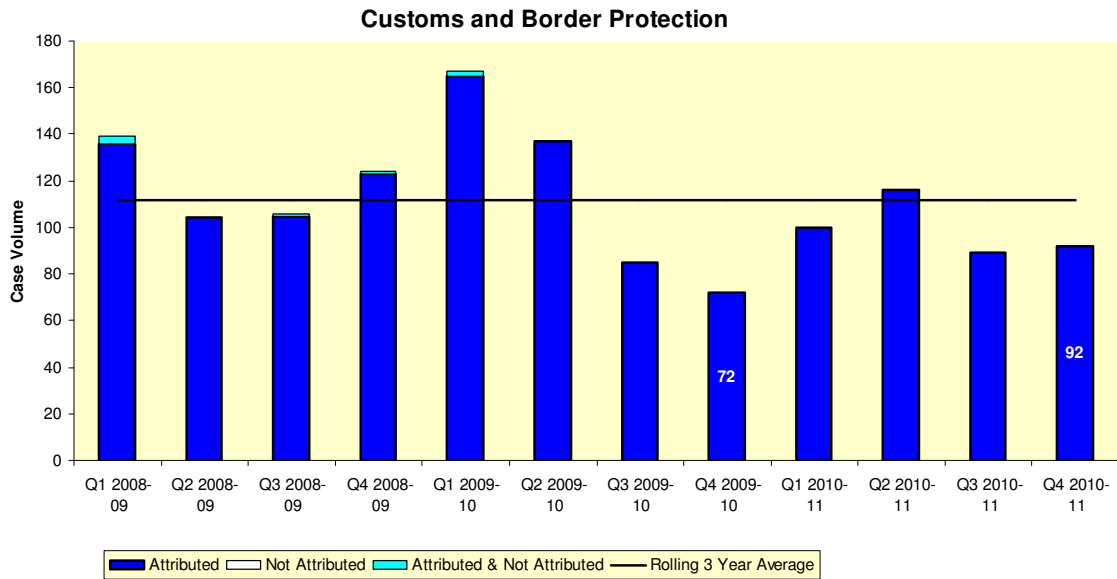
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.

Customs and Border Protection



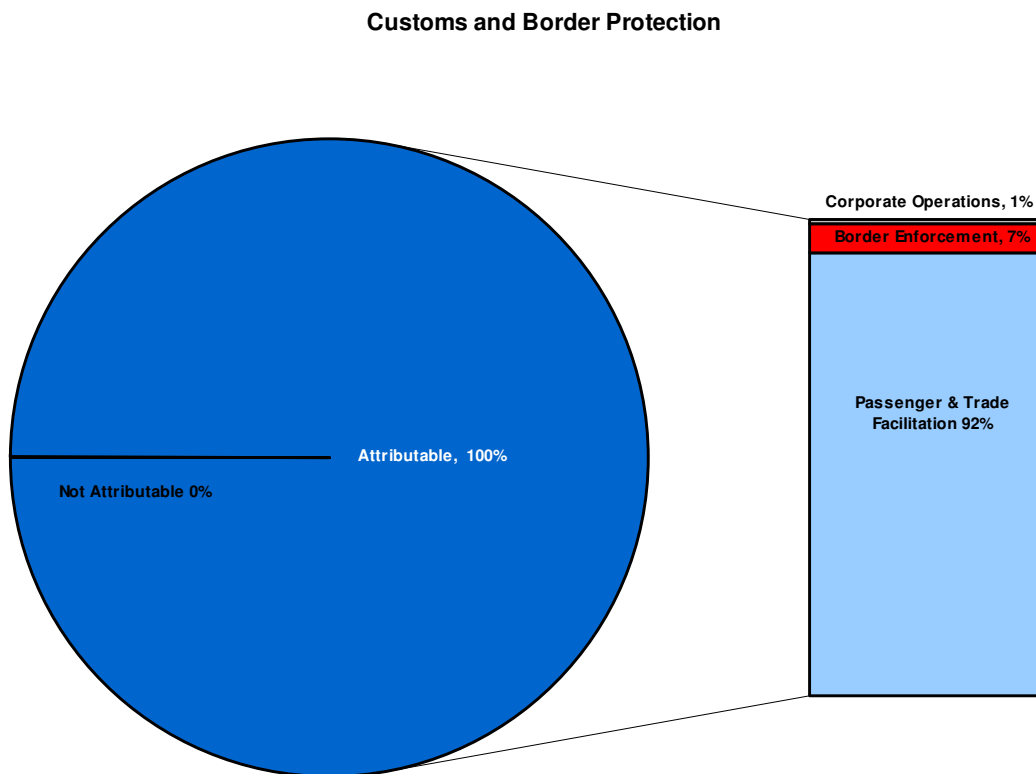
All Compliments

There were 92 compliment cases logged and acknowledged during the quarter. This represents a **28%** increase over the same period last year (72 unique cases) and a **17%** decrease against the 3 year rolling average (111 unique cases).



Attributable compliment cases account for all of the 92 cases logged.

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



Statistics¹

Complaint Ratios (negative % = increase in complaints)		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment	2.24 : 1	39%
Complaints to Air Movements	1 : 67083	35%
Complaints to TEU inspected 1. ALL 2. CEF only	1. TEU (ALL) 1: 5227 2. TEU (CEF Only) 1: 116556	1. 129% 2. 133%
Complaints to Postal Articles inspected	1 : 660460	8%
Complaints to Air Cargo Articles inspected	1 : 75623	62%
Customs Information and Support Centre (CI&SC) complaints to contacts	1 : 37460	152%

Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer was rude	34	29	-15%
Hold not removed	26	25	-4%
Didn't expect duty/tax	17	12	-29%
I didn't like the questions	5	12	140%
Goods were seized	10	11	10%

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	13	32	146%
Officer/s was helpful	18	25	39%
Officer/s was professional	11	14	27%
Process was efficient	2	5	150%
Appreciated facilitation	14	4	-71%

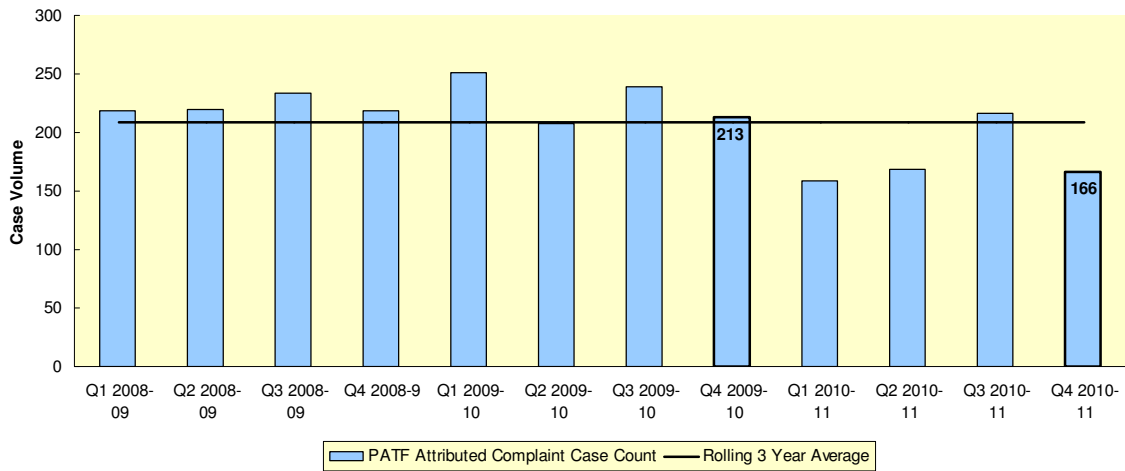
[1] The industry standard is to record container statistics in twenty-foot equivalent (TEU) unit terms rather than the actual number of containers. Most international containers are either 20 ft (1 TEU) or 40 ft (2 TEU). On average, the number of containers is equivalent to 75 per cent of the number of TEU, e.g. 750 containers is equivalent to 1000 TEU. Includes import and export inspections. Above figures do not include empty containers. An individual container is identified through an ICS query requesting unique occurrences of Vessel Id + Voyage Nbr + Container Nbr. Data Source: Sharepoint / Corporate Performance Reporting

Passenger & Trade Facilitation

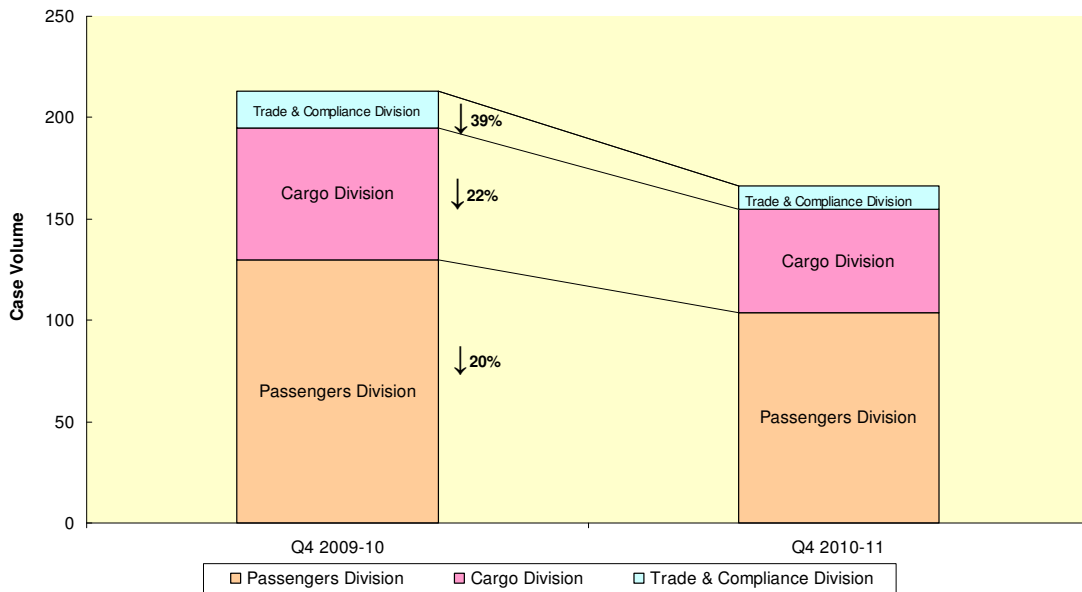
Complaints

There were 166 complaint cases logged and investigated during the quarter. This represents a **22% decrease** over the same period last year (213 cases) and a decrease of **21%** against the 3 year rolling average (209 cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation

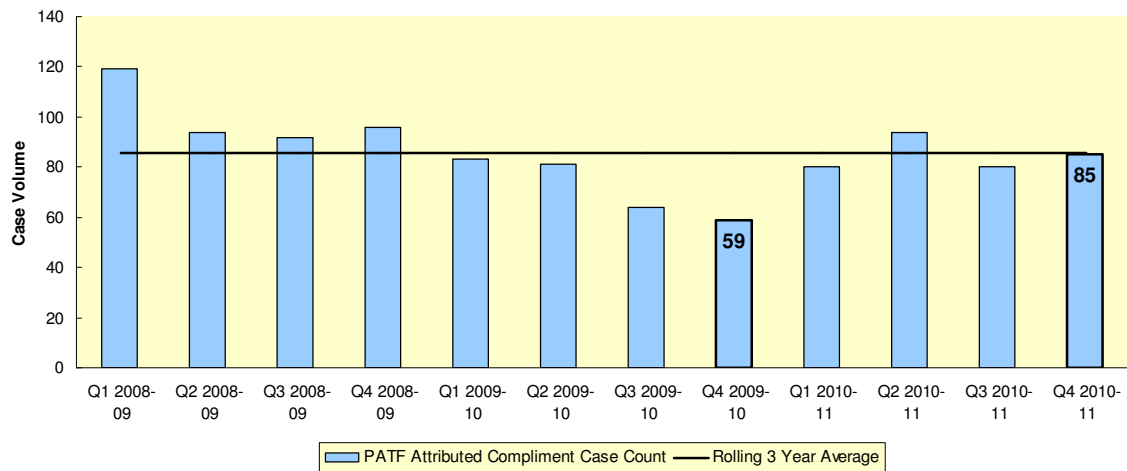


Division	Q4 2009-10	Q4 2010-11	Variance
Passengers Division	130	104	-20%
Cargo Division	65	51	-22%
Trade & Compliance Division	18	11	-39%
Total	213	166	-22%

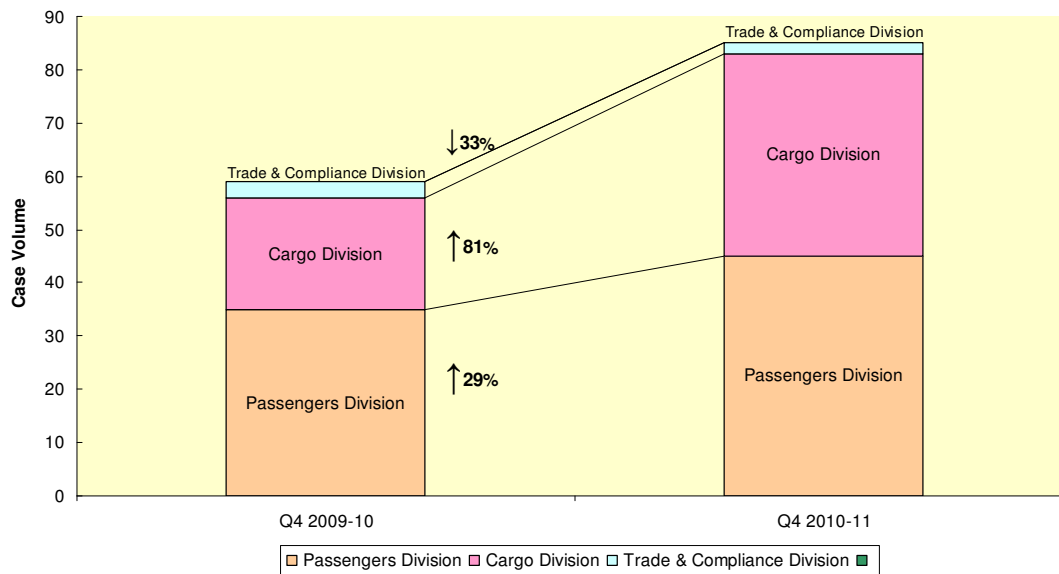
Compliments

There were 85 compliment cases logged and acknowledged during the quarter. This represents a **44%** increase over the same period last year (59 unique cases) and a **1%** decrease against the 3 year rolling average (86 unique cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation



Case Volume			
Division	Q4 2009-10	Q4 2010-11	Variance
Passengers Division	35	45	29%
Cargo Division	21	38	81%
Trade & Compliance Division	3	2	-33%
Total	59	85	44%

Key Issues – (Symptoms)

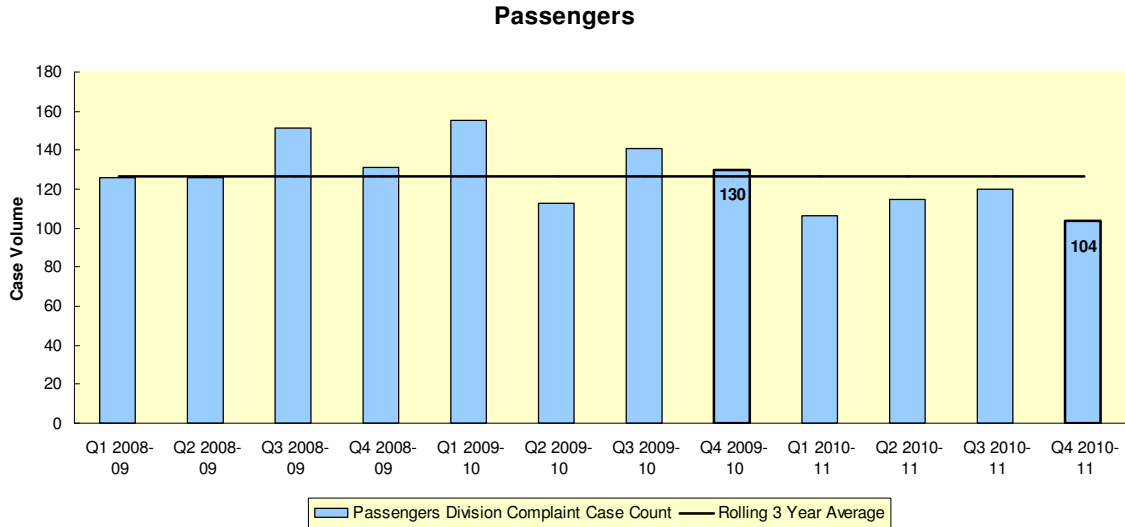
Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer was rude	34	29	-15%
Didn't expect duty/tax	16	12	-25%
Goods were seized	9	11	22%
I didn't like the questions	5	11	120%
Claim rejected	11	8	-27%

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	11	30	173%
Officer/s was helpful	16	23	44%
Officer/s was professional	9	13	44%
Appreciated facilitation	14	4	-71%
Process was efficient	2	4	100%

Passengers Division

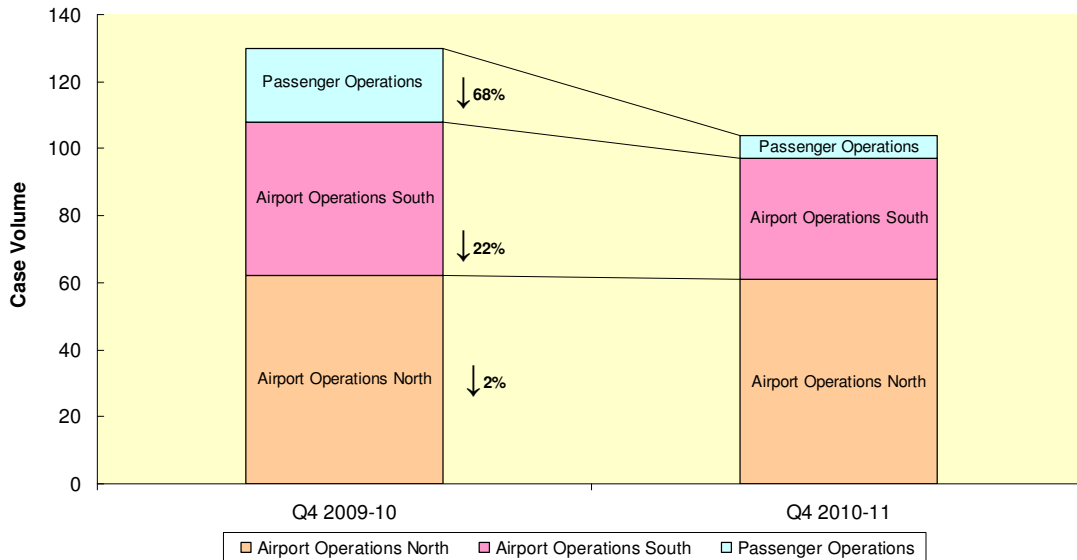
Complaints

There were 104 complaint cases logged and investigated during the quarter. This represents a **20%** decrease over the same period last year (130 cases) and an **18%** decrease on the 3 year rolling average (127 cases).



The overall decrease in complaint cases for Passengers Division is comprised of a decreases in Airport Operations South (**22%**), Airport Operations North (**2%**) and Passenger Operations (**68%**).

Passengers Division

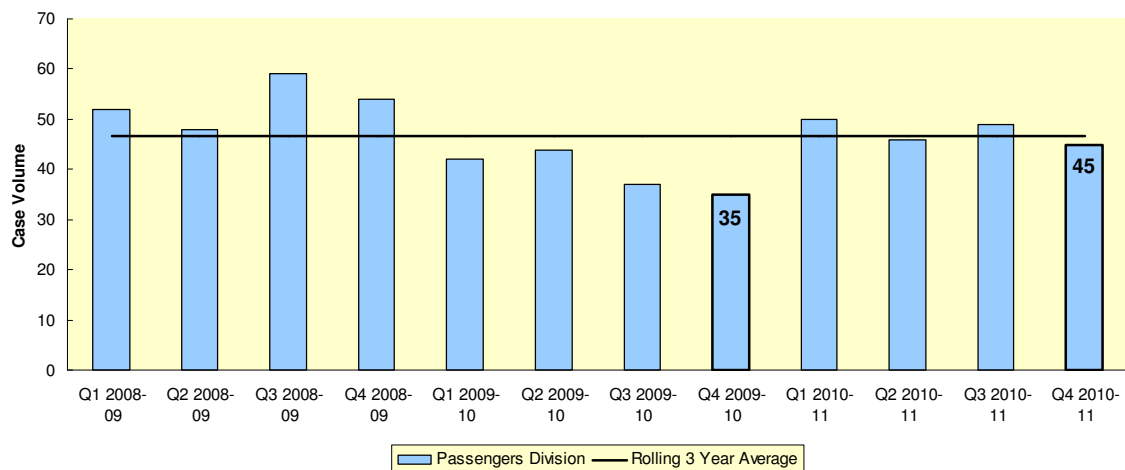


Case Volume			
Branch	Q4 2009-10	Q4 2010-11	Variance
Airport Operations North	62	61	-2%
Airport Operations South	46	36	-22%
Passenger Operations	22	7	-68%
Total	130	104	-20%

Compliments

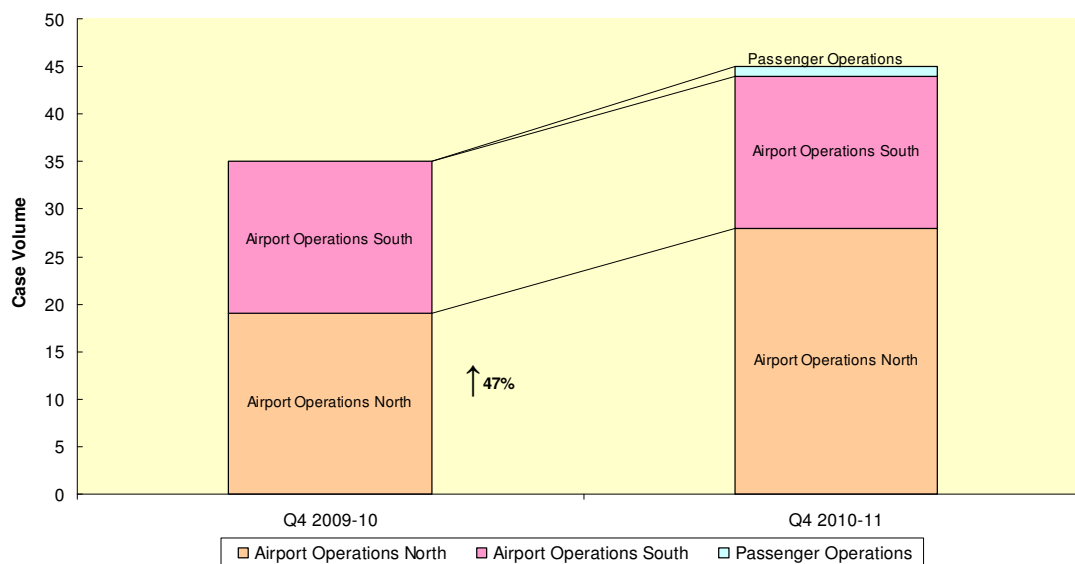
There were 45 compliment cases logged and acknowledged during the quarter. This represents a **29%** increase over the same period last year (35 cases) and down **4%** to the 3 year rolling average (47 cases).

Passengers



The increase in compliment cases for Passengers Division (**29%**) is comprised of a increase in cases attributed to the Airport Operations North (**47%**), a small increase from 0 to 1 cases attributed to Passenger Operations, whilst Airport Operations South Branch experienced no change in the number of cases.

Passengers Division



Case Volume			
Branch	Q4 2009-10	Q4 2010-11	Variance
Airport Operations North	19	28	47%
Airport Operations South	16	16	0%
Passenger Operations	0	1	-
Total	35	45	29%

Statistics – Passengers Division²

Airport Complaints for Q4 2010-11				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	1	60,423	63,927	124,350
Airport Operations Sydney	42	1,359,694	1,499,558	68,077
Airport Operations Melbourne	24	762,032	856,287	67,430
Airport Operations Brisbane	14	524,540	557,540	77,291
Airport Operations Perth	8	406,773	446,664	106,680
Airport Operations Darwin	2	54,998	61,063	58,031
Airport Operations Gold Coast	2	78,433	82,352	80,393
Airport Operations Adelaide	4	71,357	78,403	37,440
Passenger Operations	7	0	0	0
Total	104	3,318,250	3,645,794	66,962

Key Issues (Symptoms) – Passengers Division

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer was rude	30	25	-17%
I didn't like the questions	5	11	120%
Claim rejected	11	8	-27%
Claim not made	6	7	17%
Didn't expect duty/tax	14	4	-71%

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	7	20	186%
Officer/s was helpful	4	10	150%
Officer/s was professional	4	5	25%
Appreciated facilitation	14	4	-71%
Officer/s was efficient	2	2	0%

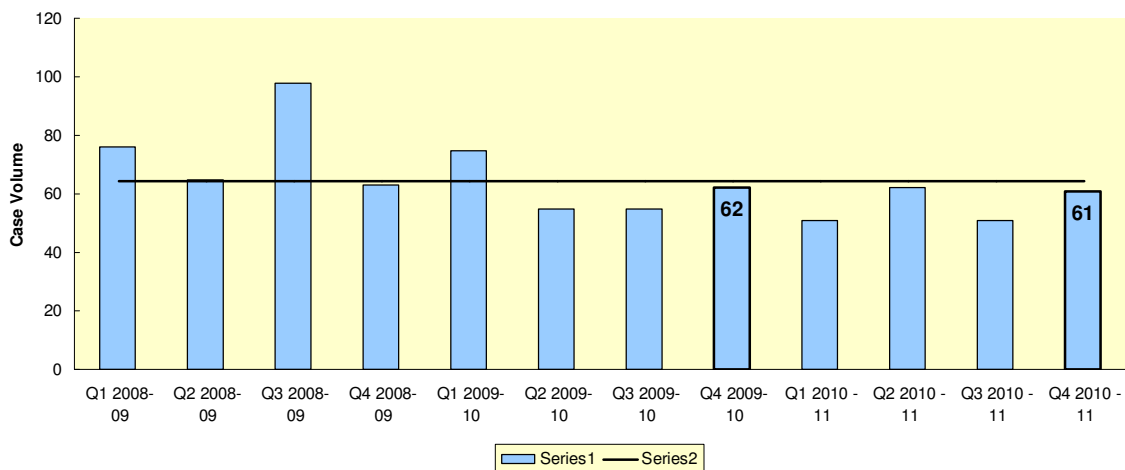
² Passenger and crew data obtained via Sharepoint/ Corporate Performance Reporting

Airport Operations North

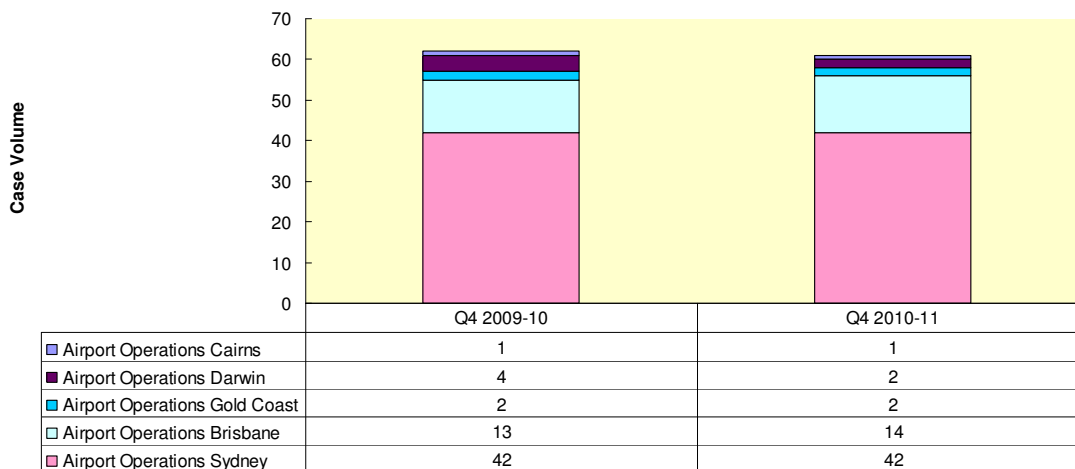
Complaints

There were 61 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter were down **2%** against the same period last year (62 cases).

Airport Operations North



Airport Operations North



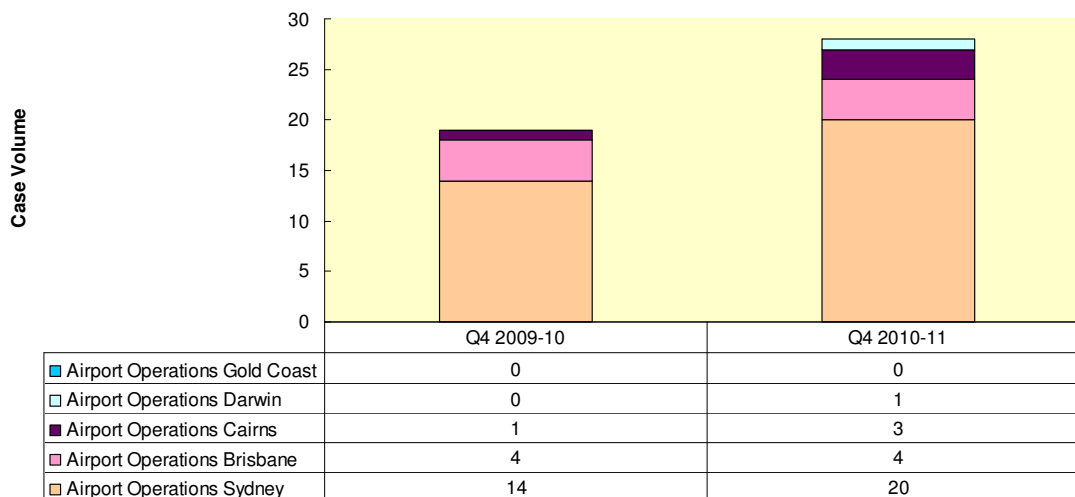
Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer was rude	18	18	0%
I didn't like the questions	2	5	150%
Claim rejected	5	4	-20%
Unhappy about refund	1	3	200%
Always searched	0	3	-

Compliments

There were 28 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are up **47%** against the same period last year (19 cases).

Airport Operations North



Key Issues (Symptoms)

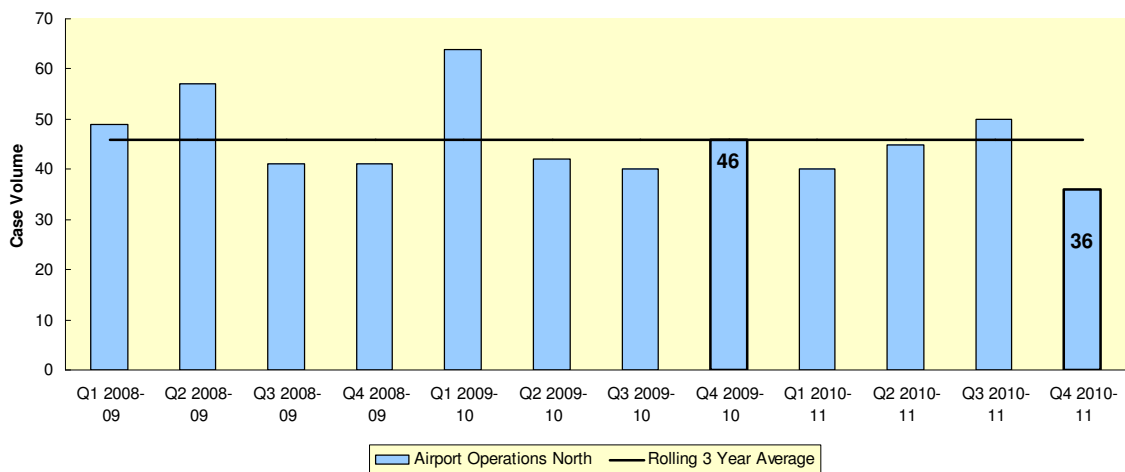
Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	5	13	160%
Officer/s was helpful	4	8	100%
Officer/s was professional	2	4	100%
Appreciated facilitation	5	1	-80%
Process was efficient	1	1	0%

Airport Operations South

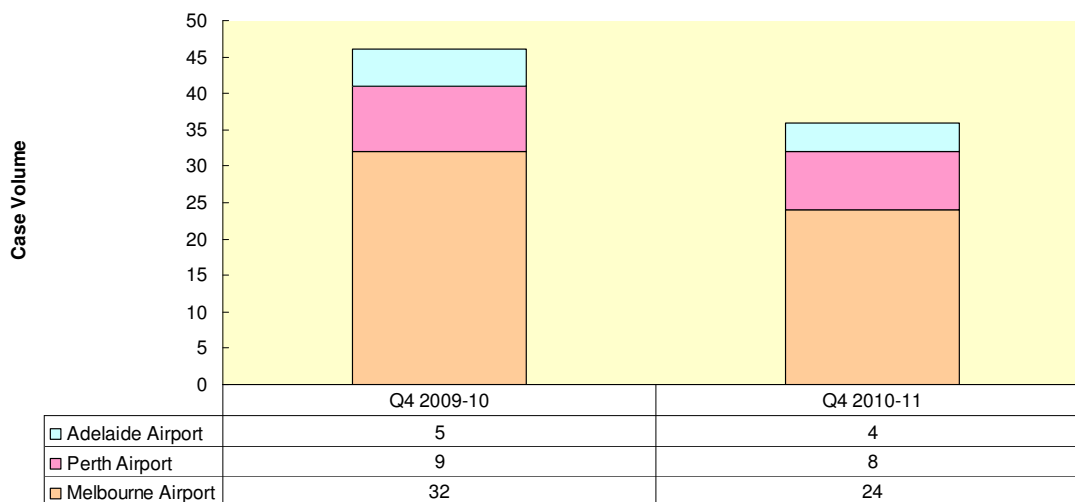
Complaints

There were 36 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are down **22%** on the same period last year (46 cases).

Airport Operations South



Airport Operations South



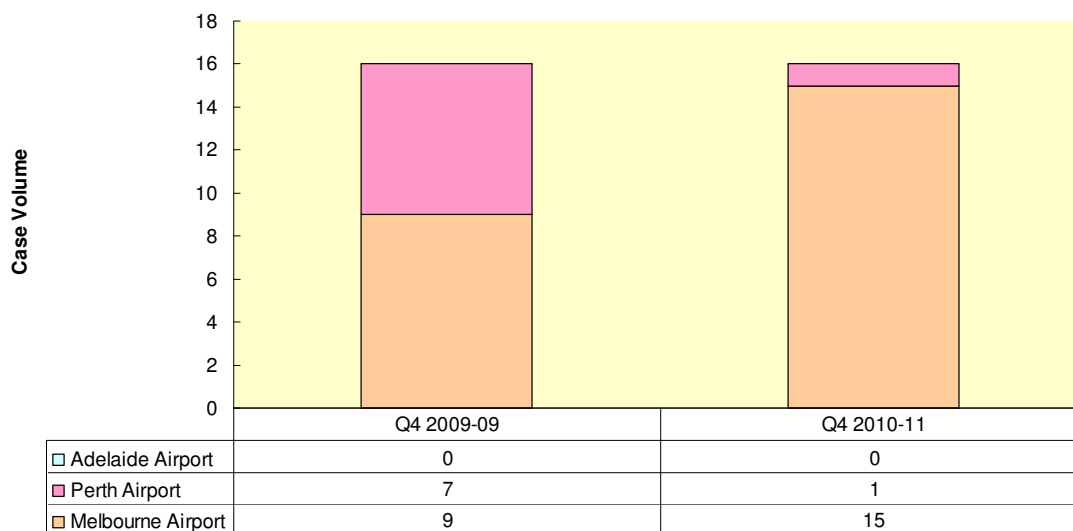
Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer was rude	12	7	-42%
I didn't like the questions	3	6	100%
Claim rejected	1	4	300%
Claim not made	1	4	300%
Didn't expect duty/tax	9	2	-78%

Compliments

There were 16 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are equal to the same period last year (16 cases).

Airport Operations South



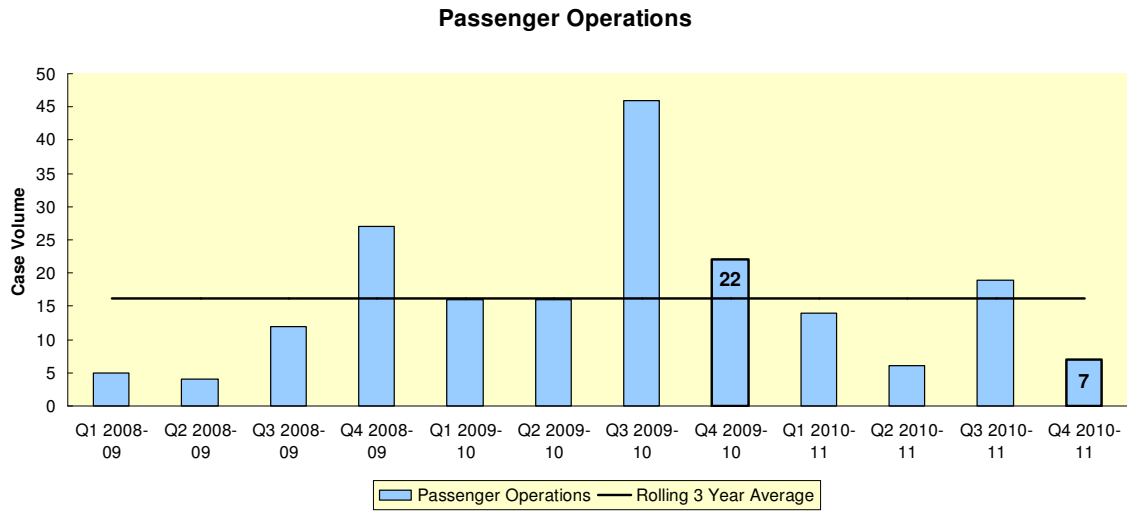
Key Issues (Symptoms)

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	2	7	250%
Appreciated facilitation	9	3	-67%
Officer/s was informative	1	2	100%
Officer/s was helpful	0	2	-
Officer/s was professional	2	1	-50%

Passenger Operations

Complaints

There were 7 complaint cases attributable to Passenger Operations during the quarter. The complaints were down **68%** against the same period last year (22 cases).



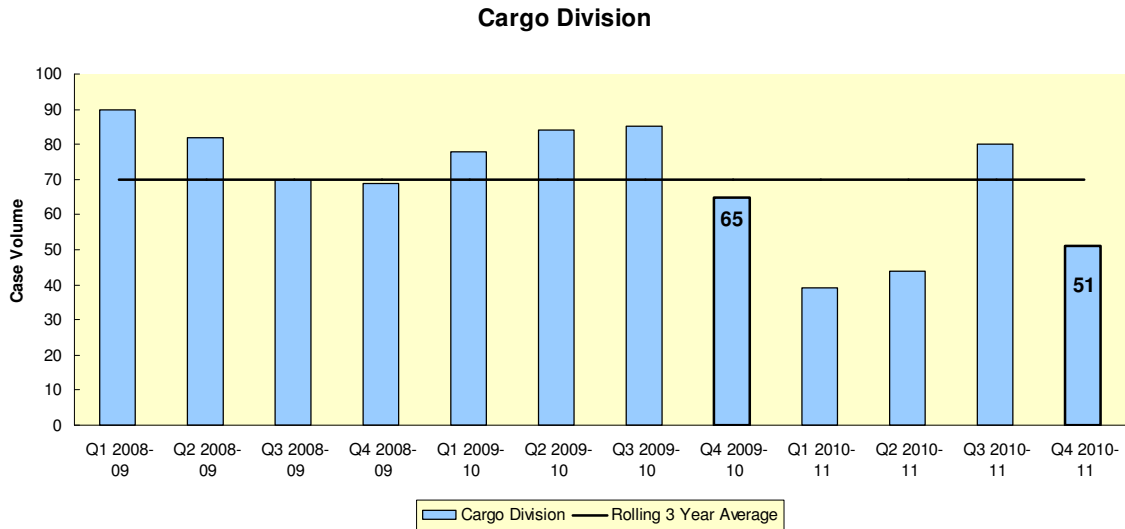
Compliments

There was 1 compliment cases attributable to Passenger Operations during the quarter, compared to no compliments received in the same period last year.

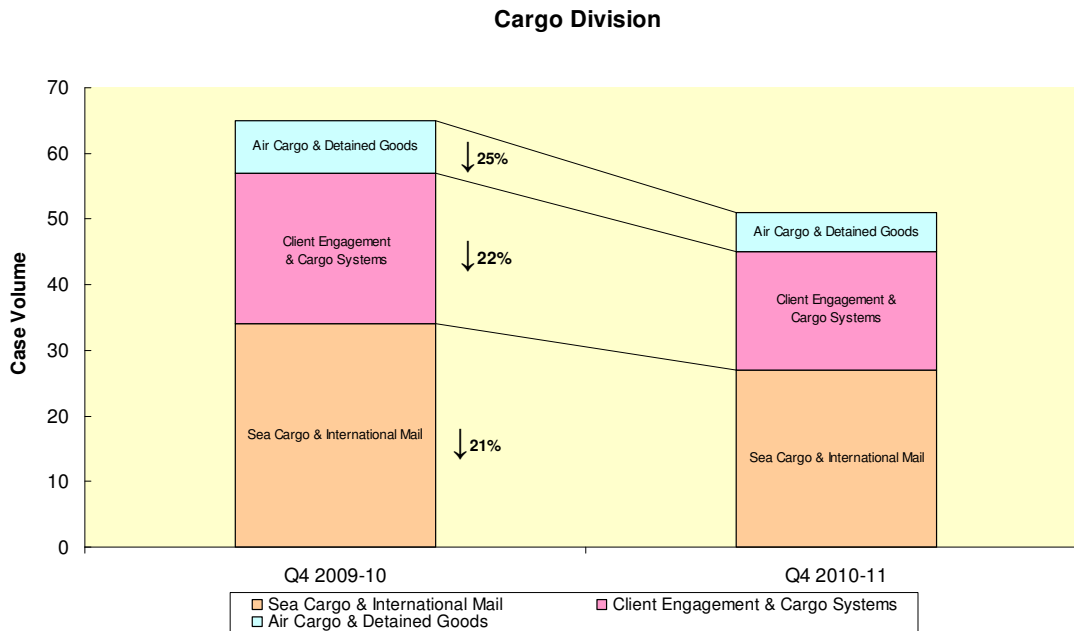
Cargo Division

Complaints

There were 51 complaint cases attributed to Cargo Division. This represents a **22%** decrease over the same period last year (65 cases) and a **27%** decrease against the 3 year rolling average (70 cases).



Sea Cargo and International Mail showed a decrease of **21%**, Client Engagement & Cargo Systems Branch had a decrease of **22%** and Air Cargo and Detained goods showed a decrease of **25%**.

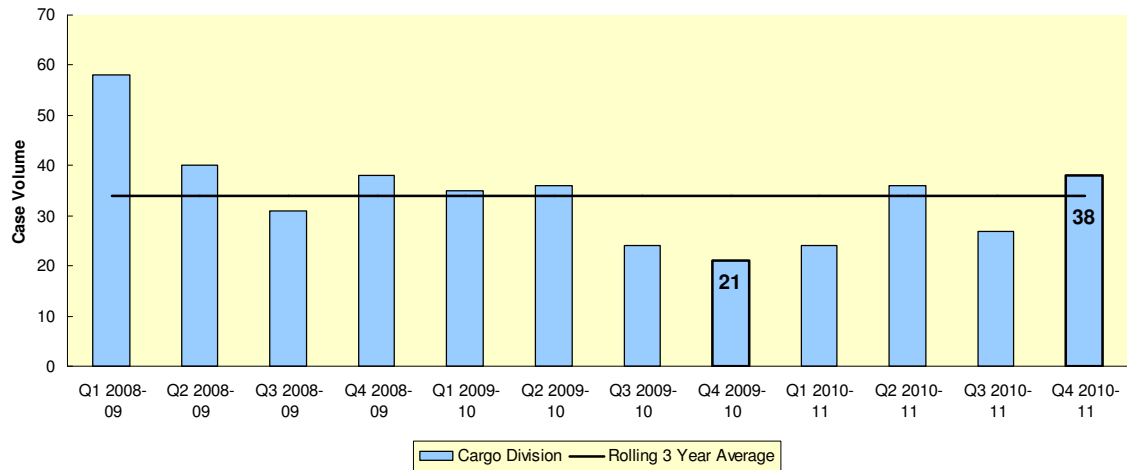


Case Volume			
Branch	Q4 2009-10	Q4 2010-11	Variance
Sea Cargo & International Mail	34	27	-21%
Client Engagement & Cargo Systems	23	18	-22%
Air Cargo & Detained Goods	8	6	-25%
Total	65	51	-22%

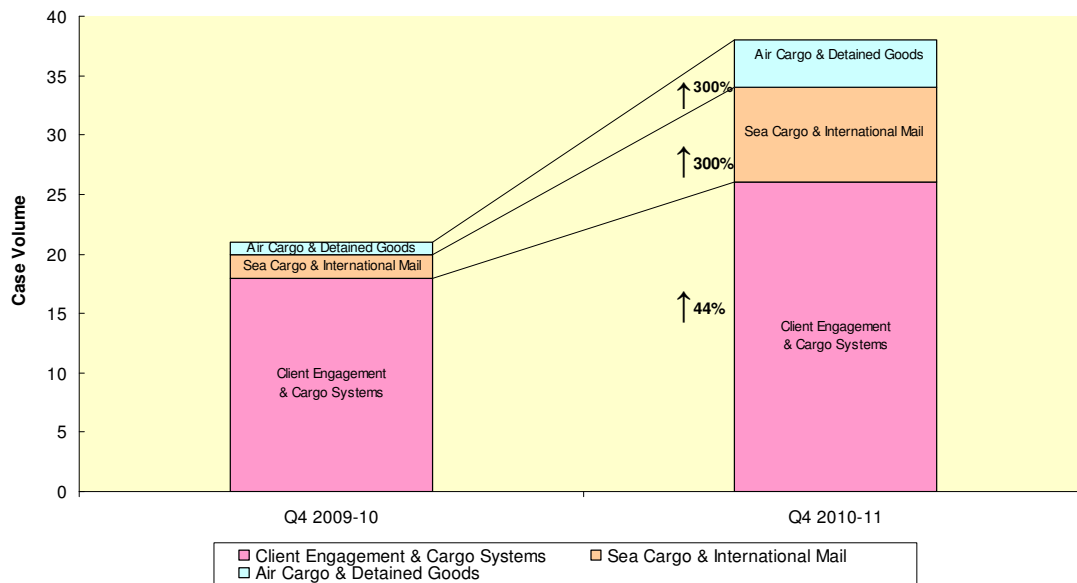
Compliments

There were 38 compliment cases logged and acknowledged during the quarter. This represents an **81%** increase from the same period last year (21 cases) and represents a **12%** increase against the 3 year rolling average (34 cases).

Cargo Division



Cargo Division



Case Volume			
Branch	Q4 2009-10	Q4 2010-11	Variance
Client Engagement & Cargo Systems	18	26	44%
Sea Cargo & International Mail	2	8	300%
Air Cargo & Detained Goods	1	4	300%
Total	21	38	81%

Statistics

Container Examination Facility Complaints³			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Sydney	3	9392	3,131
Adelaide	0	205	0
Melbourne	0	10055	0
Brisbane	0	4346	0
Fremantle	0	1959	0
Darwin	2	109	55
Launceston	0	27	0
Townsville	0	30	0
Newcastle	0	10	0
Total	5	26133	5,227

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
April	0	28,481	6,817	68	35,366	0
May	2	32,069	7,926	40	40,035	20,018
June	1	30,350	6,591	37	36,978	36,978
Total	3	90,900	21,334	145	112,379	37,460

Key Issues (Symptoms) – Cargo Division

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Goods were seized	3	8	167%
Hold not removed	7	7	0%
Didn't expect duty/tax	2	7	250%
Process took too long	3	6	100%
Goods were damaged	7	5	-29%

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer/s was helpful	10	13	30%
Appreciated assistance	3	9	200%
Officer/s was professional	5	8	60%
Officer/s was friendly	0	2	-
Presentations were informative	0	2	-

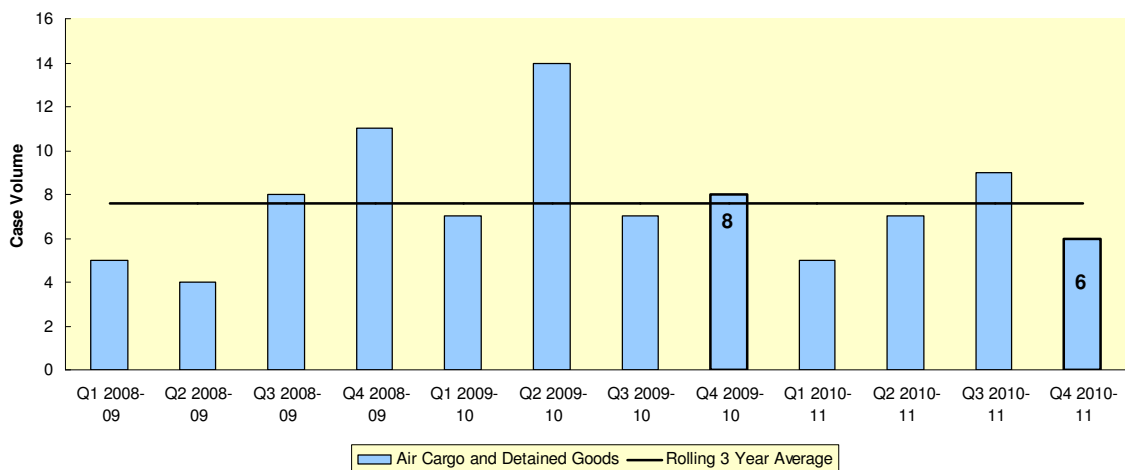
³ TEU figures supplied by Corporate Performance Reporting.

Air Cargo and Detained Goods Management

Complaints

There were 6 complaint cases attributable to Air Cargo (5 complaints) and Detained Goods (1 complaint) during the quarter. The complaints this quarter are down **25%** on the same period last year (8 cases) and down **21%** on the 3 year rolling average (8 cases).

Air Cargo and Detained Goods



Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Unhappy with amount of time taken	2	2	0%
Hold not removed	1	1	0%
Goods were damaged	1	1	0%
Goods were seized	0	1	-
I got the runaround	0	1	-

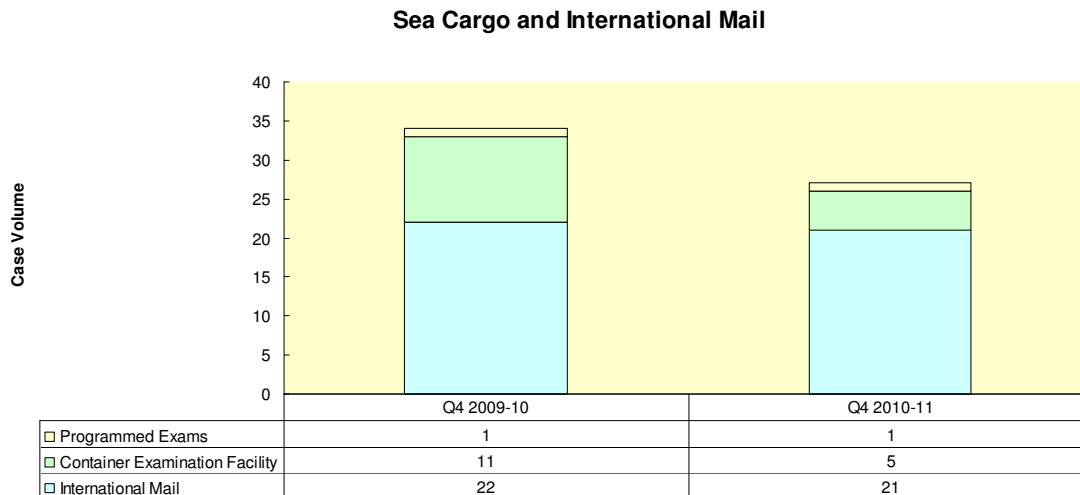
Compliments

There were 4 compliment cases attributable to Air Cargo & Detained Goods during this quarter. This is up from 1 on the same period last year. Air Cargo received 3 compliments and Detained Goods received 1 compliment during the current period.

Sea Cargo and International Mail

Complaints

There were 27 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are down **21%** on the same period last year (34 cases) and down **35%** on the 3 year rolling average (41 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Goods were seized	3	7	133%
Goods were damaged	6	4	-33%
Hold not removed	5	3	-40%
Process took too long	2	3	50%
Didn't expect duty/tax	1	2	100%

Compliments

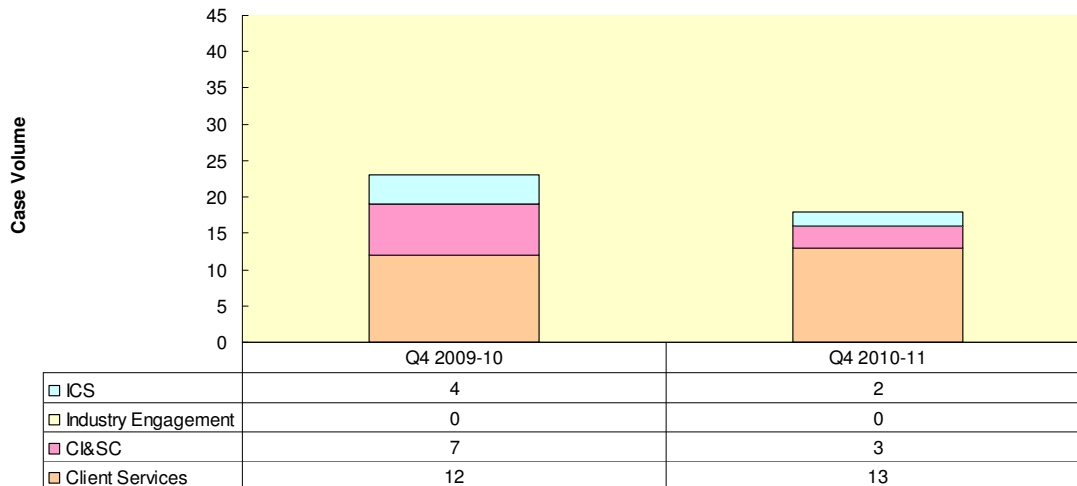
There were 8 compliment cases attributable to Sea Cargo (1 compliment) and International Mail (7 compliments) during the quarter, up from 2 during the same period last year.

Client Engagement & Cargo Systems

Complaints

There were 18 complaint cases attributable to Client Engagement & Cargo Systems during the quarter. The complaints this quarter are down **22%** on the same period last year (23 cases) and are **14%** lower than the three year rolling average (22 cases).

Client Engagement & Cargo Systems



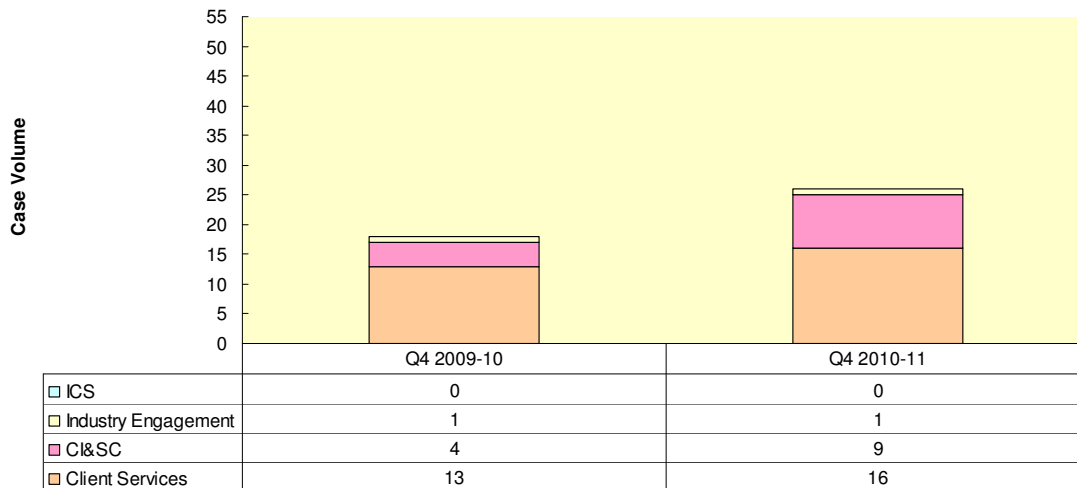
Key Issues Complaint (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Didn't expect duty/tax	1	5	400%
Hold not removed	1	3	200%
Process took too long	0	3	-
Officer was rude	4	2	-50%
Doesn't Work	2	1	-50%

Compliments

There were 26 compliment cases attributable to Client Engagement and Cargo Systems during the quarter. The compliments this quarter have increased **44%** on the same period last year (18 cases).

Client Engagement & Cargo Systems



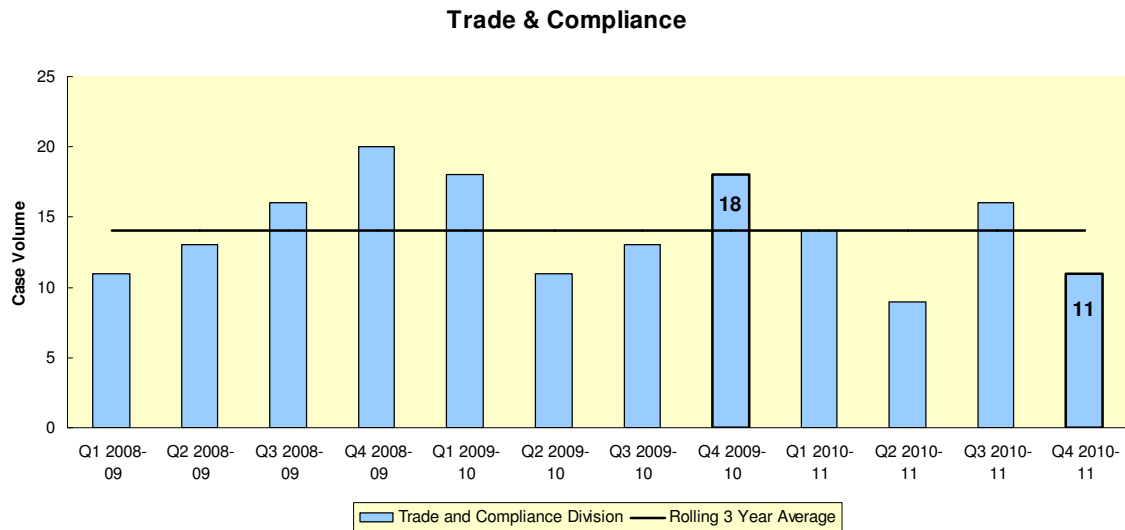
Key Issues (Symptoms)

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Officer/s was helpful	9	9	0%
Appreciated assistance	2	8	300%
Officer/s was professional	4	3	-25%
Officer/s was friendly	0	2	-
Presentations were informative	0	2	-

Trade and Compliance Division

Complaints

There were 11 complaint cases logged and investigated during the quarter. This represents a **39%** decrease over the same period last year (18 cases) and a **21%** decrease on the 3 year rolling average (14 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Documentation	3	2	-33%
Process not explained	0	2	-
Hold not removed	4	1	-75%
I'm Not Happy with the Policy	2	1	-50%
Other	2	1	-50%

Compliments

There were 2 compliments cases logged and acknowledged during the quarter, down from 3 (**33%**) during the same period last year.

Key Issues (Symptoms)

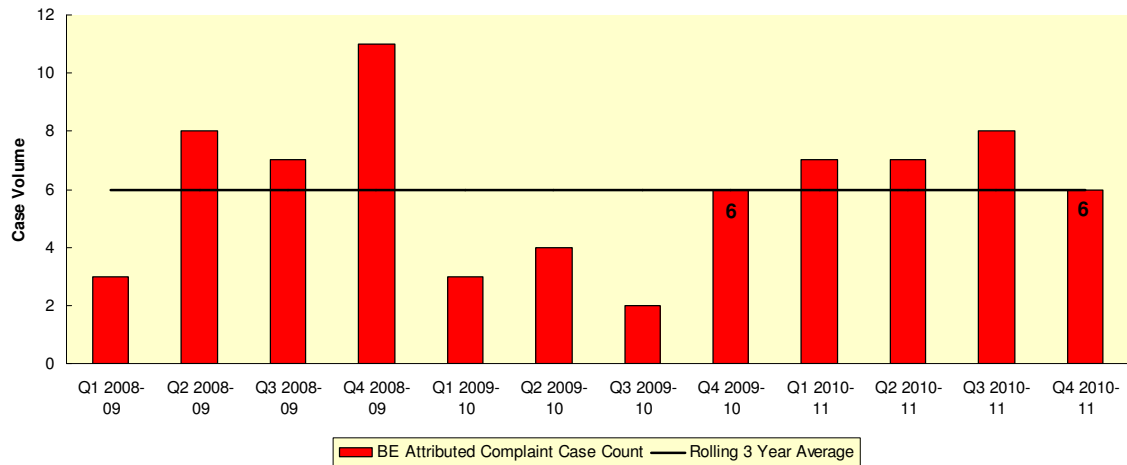
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	1	1	0%
Process was efficient	0	1	-
Officer/s was helpful	2	0	-

Border Enforcement⁴

Complaints

There were 6 complaint cases logged and investigated during the quarter. This represents no change from the same period last year (6 cases) and is equal to the 3 year rolling average (6 cases).

Border Enforcement



Case Volume			
Division	Q4 2009-10	Q4 2010-11	Variance
Enforcement & Investigation Division	5	6	20%
Maritime Operations Support Division	0	0	0%
Border Protection Command Division	1	0	-100%
Total	6	6	0%

Key Issues (Symptoms)

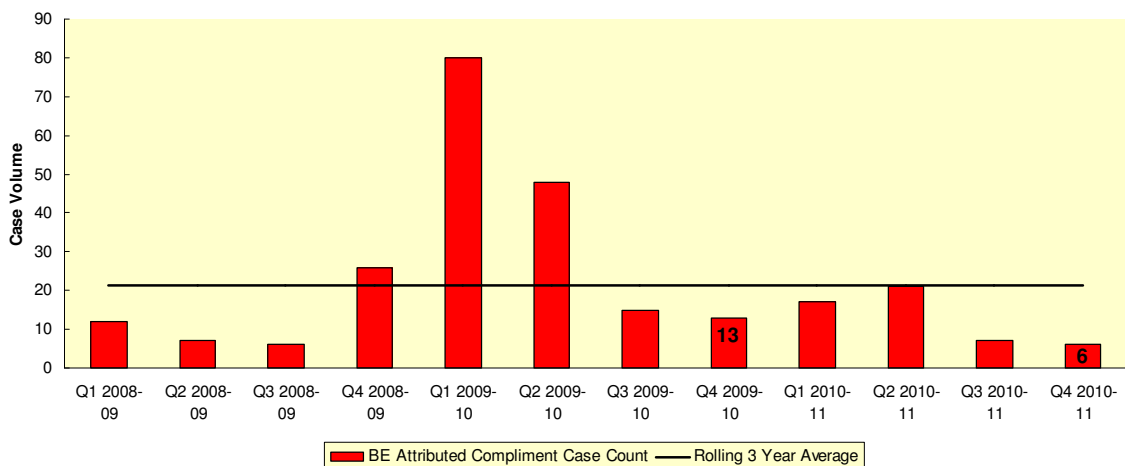
Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Misinformed by Customs	1	1	0%
Process not explained	0	1	-
Always Held	0	1	-
Hold not removed	0	1	-
I didn't like the questions	0	1	-

⁴ Border Enforcement statistics no longer include Targeting Operations data. Targeting Operations data is now included in Corporate Operations statistics.

Compliments

There were 6 compliment cases logged and acknowledged during the quarter. This represents a **54%** decrease over the same period last year (13 cases) and a **72%** decrease against the 3 year rolling average (22 cases).

Border Enforcement



Case Volume			
Division	Q4 2009-10	Q4 2010-11	Variance
Maritime Operations Support Division	12	1	-92%
Enforcement & Investigation Division	1	4	300%
Border Protection Command Division	0	1	-
Total	13	6	-54%

Key Issues (Symptoms)

Compliment			
Issue	Q4 2009-10	Q4 2010-11	Variance
Appreciated assistance	2	2	0%
Officer/s was helpful	2	1	-50%
Officer/s was professional	2	1	-50%
Officer/s was efficient	2	1	-50%
Process was efficient	0	1	-

Enforcement & Investigation Division

Complaints

There were 6 complaint cases logged and acknowledged during the quarter. This represents a **20%** increase on same period last year (5 cases) and is **20%** higher than the 3 year rolling average (5 cases).

Compliments

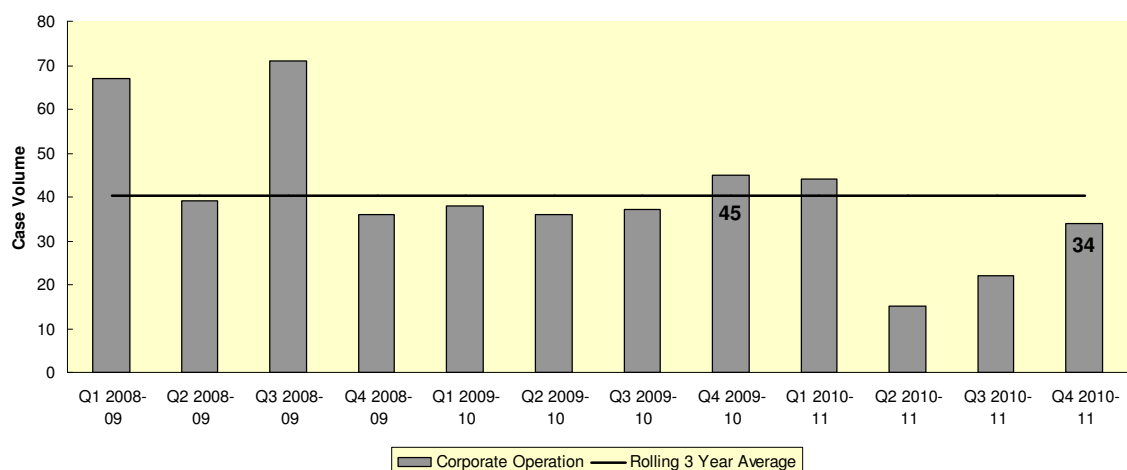
There were 4 compliment cases logged and acknowledged during the quarter, which is a **300%** increase from the same period last year (1 case), and is **34%** lower than the 3 year rolling average (6 cases).

Corporate Operations⁵

Complaints

There were 34 complaint cases logged and investigated during the quarter. This represents a decrease of **24%** over the same period last year (45 cases) and a **16%** decrease against the 3 year rolling average (40 cases).

Corporate Operations



Case Volume			
Division	Q4 2009-10	Q4 2010-11	Variance
People & Place Division	7	5	-29%
Customs IT	0	0	-
Intel & Targeting	38	27	-29%
Integrity & Professional Standards	0	2	-
Financial Services Division	0	0	0%
Total	45	34	-24%

Key Issues (Symptoms)

Complaint			
Issue	Q4 2010-11	Q4 2010-11	Variance
Hold not removed	15	16	7%
Always Held	16	8	-50%
Unhappy with selection	7	2	-71%
Unhappy about process	1	2	100%
Other	0	2	0%

Compliments

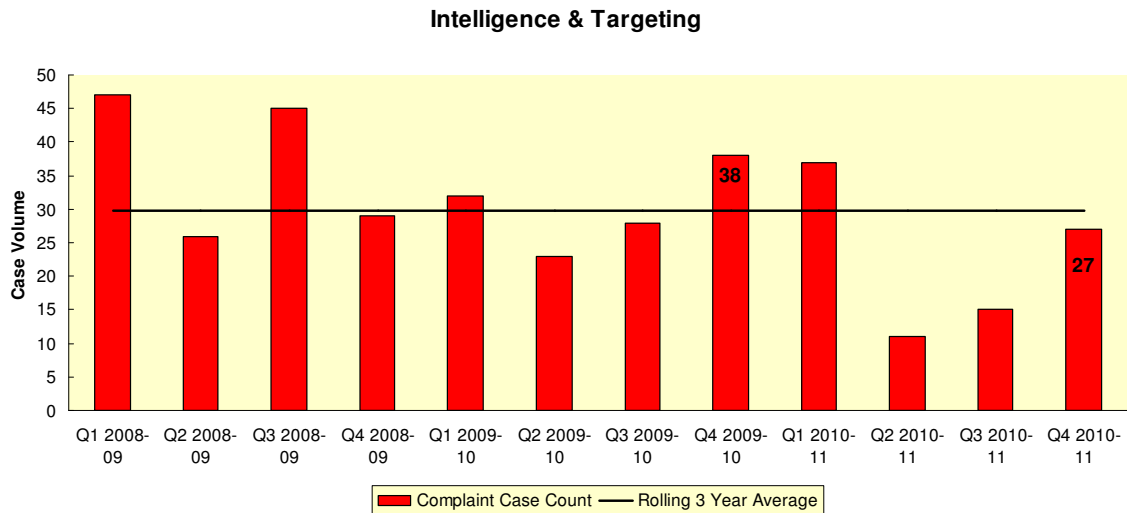
There was 1 compliment case logged and acknowledged during the quarter, compared to zero during the same period last year.

⁵ Data includes Targeting Operations statistics.

Intelligence & Targeting Division

Complaints

There were 27 complaint cases logged and investigated during the quarter. This represents a **29%** decrease over the same period last year (38 cases) and a **9%** decrease against the 3 year rolling average (30 cases).



Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Hold not removed	15	15	0%
Always Held	16	8	-50%
Unhappy with selection	7	2	-71%
Not advised of application of border hold	0	1	-

Compliments

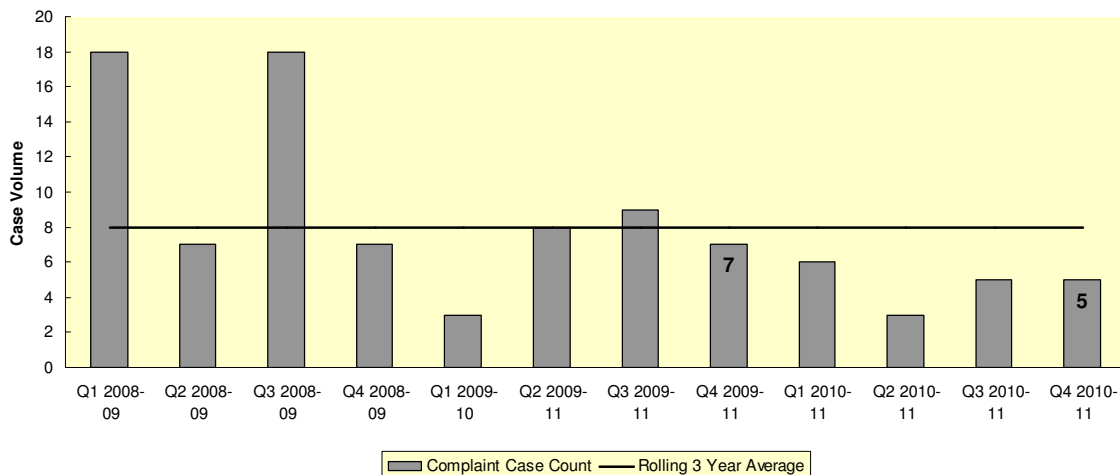
There was 1 compliment case attributable to Intelligence & Targeting Division during the quarter, compared to zero during the previous period last year.

People and Place Division

Complaints

There were 5 complaint cases logged and investigated during the quarter. This is a **29%** decrease from the same period last year (7 cases) and a **38%** decrease over the 3 year rolling average (8 cases).

People and Place



Key Issues (Symptoms)

Complaint			
Issue	Q4 2009-10	Q4 2010-11	Variance
Unhappy about process	1	2	100%
'Border Security'	4	1	-75%
Other	0	1	-
Lack of information	0	1	-
Unhappy with content	2	0	-100%

Compliments

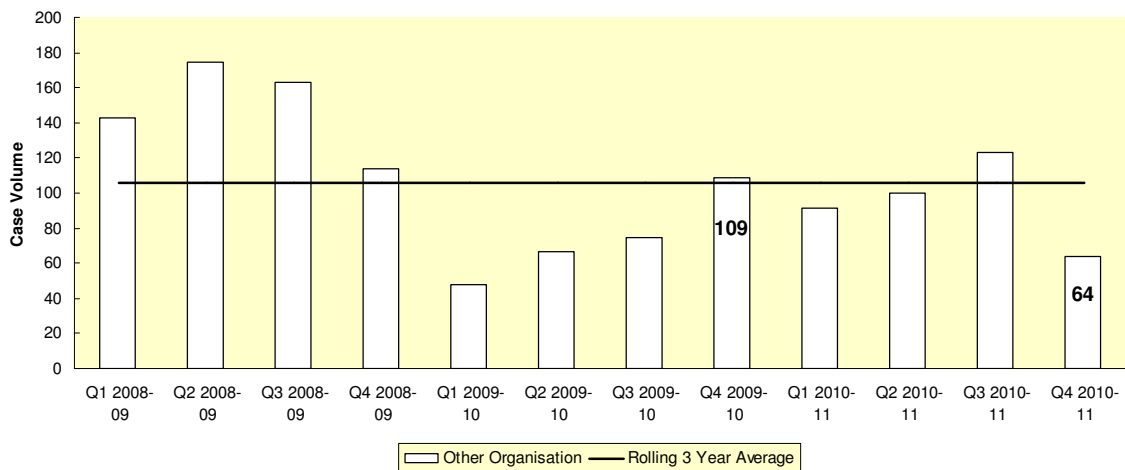
There were 0 compliment cases logged and acknowledged during the quarter, unchanged from the same period last year.

Not Attributed

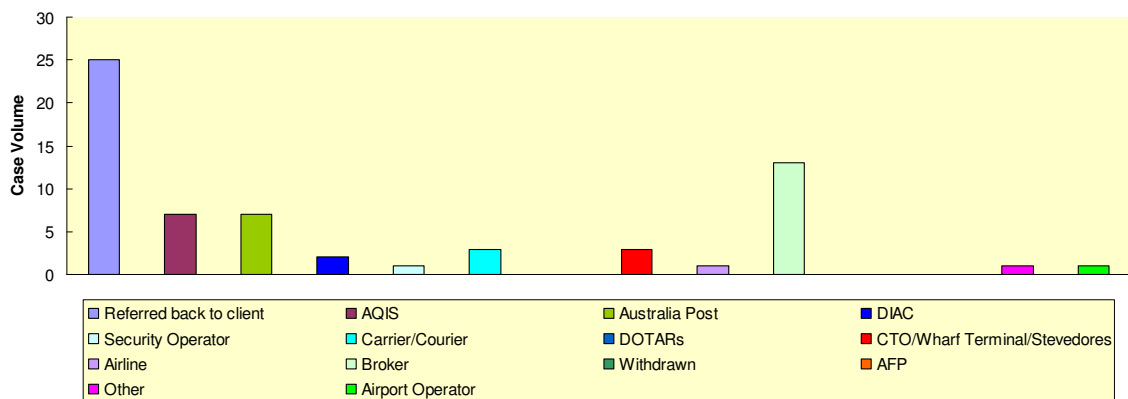
Complaints

There were 64 complaint cases logged that were attributed to other organisation or referred back to the client, during the quarter. This represents a **70%** decrease over the same period last year (109 cases) and an **40%** decrease against the 3 year rolling average (106 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 April - June 2011 quarter the average and median response times were:

Complaints

Average **12.6** working days
Median **6** working days

Compliments

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

How People Contact Us

Clients can contact Customs and Border Protection with their comments by:

Phone: 1800 228 227

Fax: (03) 9244 8250

Email: comments@customs.gov.au

Complaints & Compliments Brochure

Letter: Reply Paid 86251, Melbourne Victoria, 8060

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

Or any Customs and Border Protection Officer

How People Contact Us			
Source	Q4 2009-10	Q4 2010-11	Variation
Email	394	368	-7%
Website feedback form	88	45	-49%
Letter	30	25	-17%
Brochure	31	32	3%
1800 228 227	62	49	-21%
Remote	8	3	-63%
an external agency	3	3	0%
Fax	0	2	0%
Total	616	527	-14%

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