



***Complaints and Compliments***  
***National Quarterly Report***  
***January to March 2008***

- This report is provided to senior managers within Customs and is published on the Customs website.
- For further details on any of the information contained in this report please contact the Manager Client Services / National Coordinator (46 6499) or the Assistant National Coordinator (46 8135).

## **Introduction**

This report provides statistical data and analysis for complaints and compliments received during the period January to March 2008. All statistical data included in this summary was extracted on 29 April 2008. Where appropriate comparative tables and graphs include figures from previous reporting periods.

This report provides a slightly changed approach in comparison to previous Quarterly reports.

In this report we have separated and reported on both cases logged as well as complaint or compliment subjects raised. A case is a single entry in the CCMS database, which contains the comment provided by an external client in relation to an interaction with Customs.

The case subjects are an internal classification of the issues raised by the client. One case may contain multiple issues; all are recorded and reflected in the statistics of the report. Previous reports have measured only the number of case subjects recorded when referring to cases.

This adjustment was made in response to feedback from our internal clients. The compliments and Complaints Management System is currently being reviewed and feedback on this changed approach, or any other CCMS issue is sought from all parties and can be provided via the [comments@customs.gov.au](mailto:comments@customs.gov.au) email address or via the feedback form at the end of the report.

## Executive summary

### Complaints

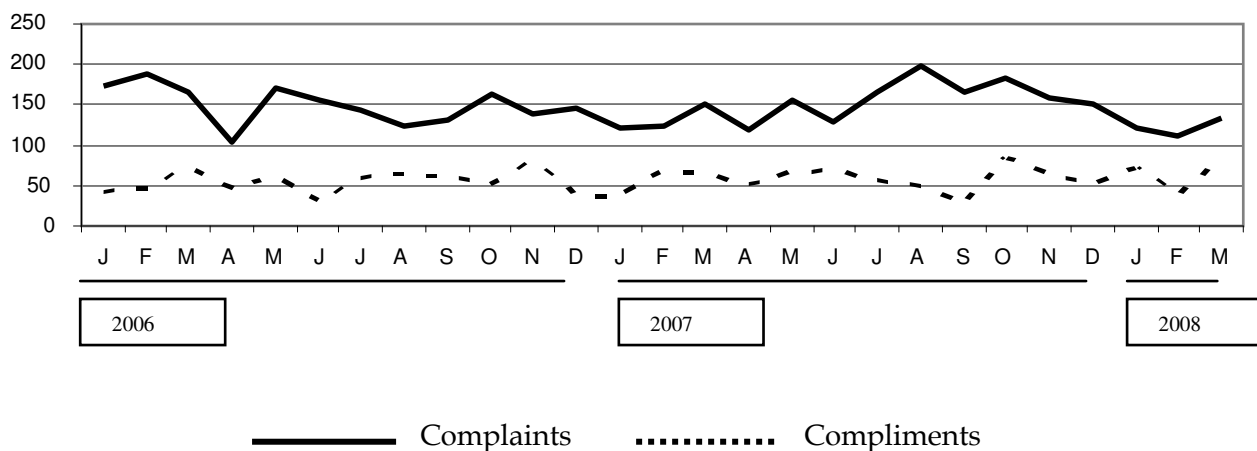


Figure 1. National trends for complaints and compliments from July 2006 to March 2008 by month

Excluding referrals a total of **309** cases were logged and from this **365** complaints issues were raised for reporting in the Jan – Mar 2008 Quarter. This compares to 414 Cases and 492 case issues in Oct – Dec 2007.

The top four complaint issues were:

- **Officer was rude (48):** occurred **34** times in Passengers Division, **13** times in Cargo Division and **1** time in People and Place.
- **Didn't Expect Fees (39)** occurred **21** times in Cargo Division, **15** in Intelligence and Targeting Division and **3** times in Compliance Division.
- **Process took too long (30):** occurred **20** times in Cargo Division, **3** times in Compliance Division and Intelligence and Targeting Division, **2** times for Passengers Division and **1** time each for Financial Services and Trade Divisions.
- **Always Searched (27):** occurred **20** times in Intelligence and Targeting Division, **7** times in Passengers Division.

In addition to the above, Customs referred **175** complaints issues to other agencies. See page 7 for additional details.

## Significant variations in the January – March 2008 Quarter

### General

The following complaint issues had a significant variation, increase or decrease, compared to the previous quarter.

### **Type of Complaint**

#### ***‘Process took too long’***

The complaint ‘Process took too long’ decreased nationally from 59 to **30**.

#### ***‘Didn’t expect duty/tax’***

The complaint ‘Didn’t expect duty/tax’ decreased nationally from 45 to **21**.

#### ***‘Documentation’***

The complaint ‘Documentation’ decreased nationally from 10 to **1**.

#### ***‘Officer was rude’***

The complaint ‘Officer was rude’ decreased nationally from 57 to **48**.

#### ***‘I Got the Runaround’***

The complaint ‘I Got the Runaround’ decreased nationally from 17 to **9**.

#### ***‘Goods were damaged’***

The complaint ‘Goods were damaged’ decreased nationally from 19 to **10**.

### Compliments

A total of **167** Compliment Cases were logged in Jan –Mar 2008 from this **193** compliment issues were raised for reporting compared with 173 cases and 198 issues during Oct-Dec 2007.

The top three compliment issues were:

- “Officer/s was helpful” (**55** – Down 6),
- “Appreciated assistance” (**48** – Up 13), and
- “Officer/s was professional” (**26** – Down 1).

# 1. National Trends

## 1.1 National Trends by Division (excluding referrals)

### Complaints

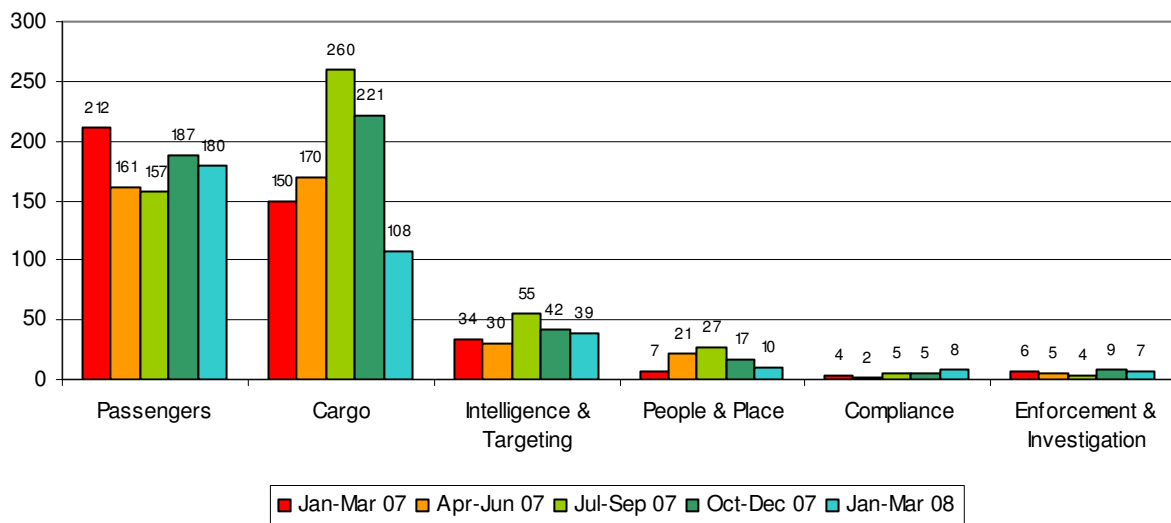


Figure 2. Six Divisions with highest Complaints volumes in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters.

### Compliments

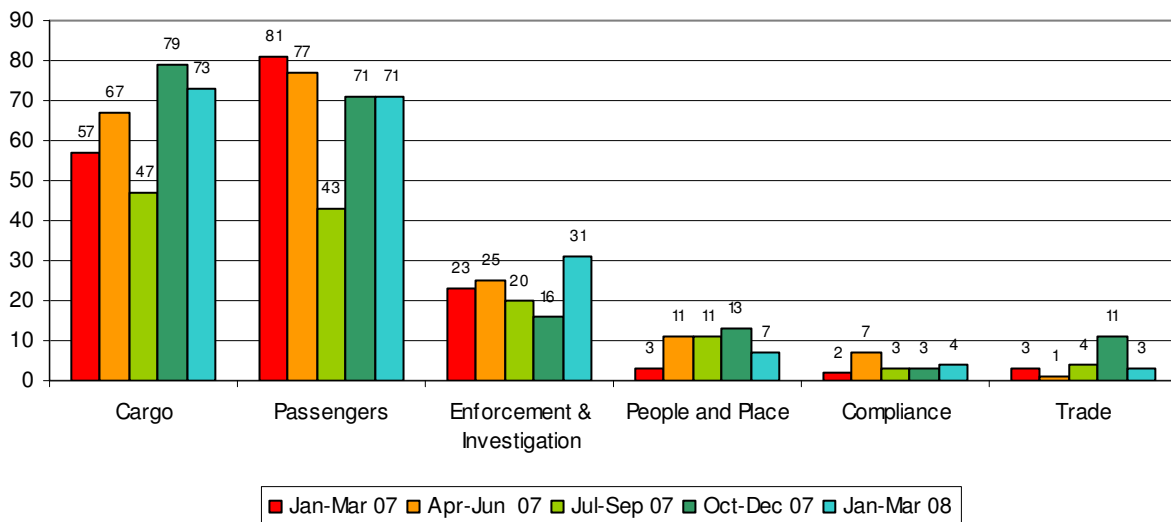


Figure 3. Six Divisions with highest Compliments volumes in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters.

Note – Enforcement and Investigation includes compliments for District Offices

A more detailed analysis of complaints and compliments for Passengers Division, overall container related complaints (includes individual tables for CEF and Intelligence and Targeting), Postal Operations, Customs Information and Support Centre (CI&SC) Integrated Cargo System (ICS) the issue ‘Rude Officer’, Compliance Division and Other Organisations are provided in Annexes A-F.

## National Trends by Region (excluding referrals)

### Complaints

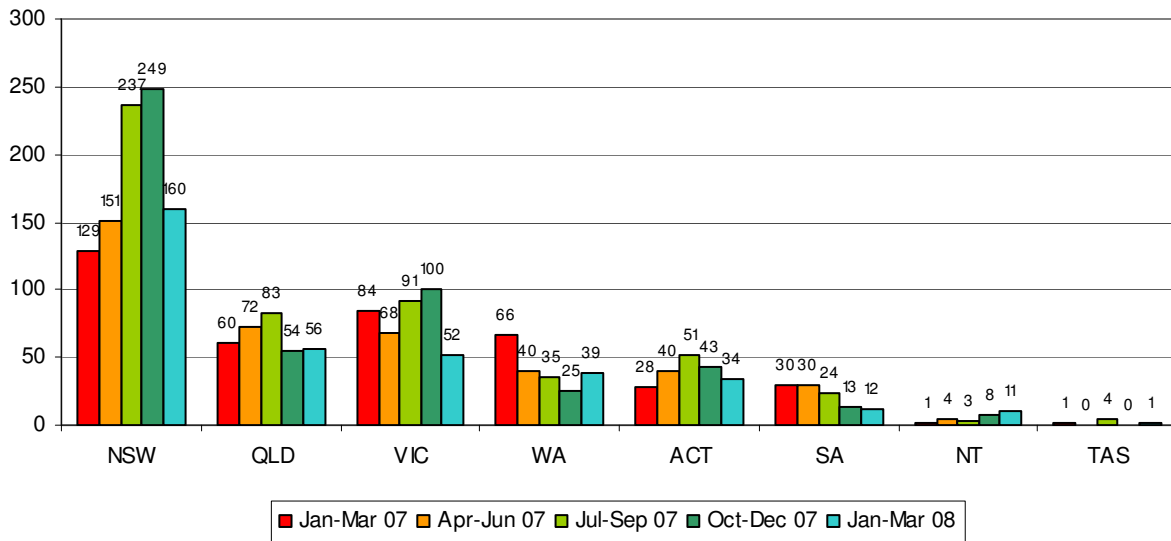


Figure 4. Regional Complaints volumes in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters.

Both NSW and VIC have seen significant decreases in overall complaint volumes due to reductions in complaints for cargo division and Passengers Division.

### Compliments

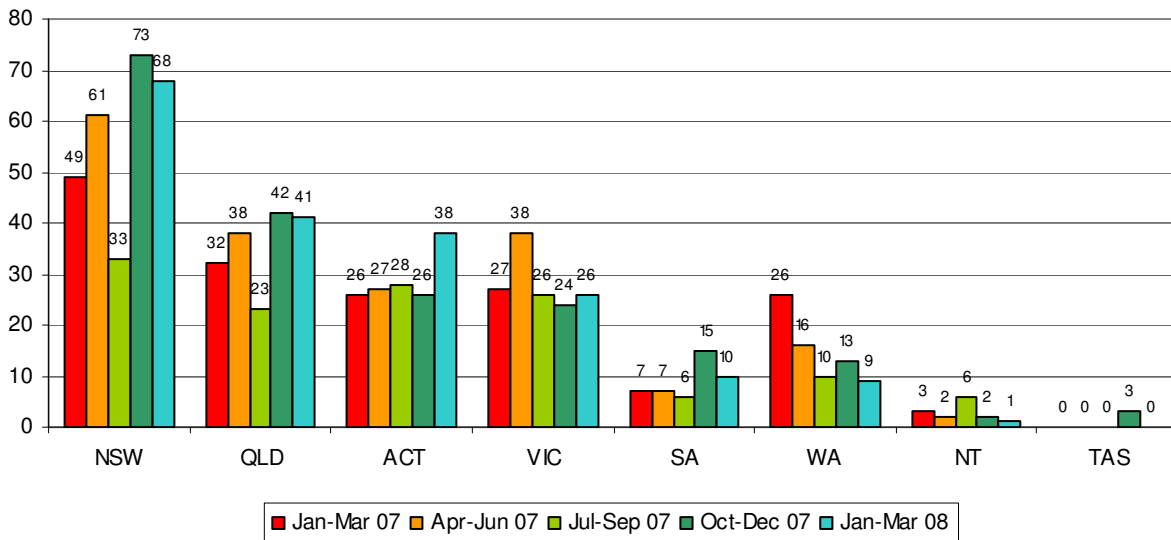


Figure 5. Regional Compliments volumes in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters

ACT has significantly increased Compliments mainly due to Enforcement and Investigation Division.

# 1. Type of Complaint

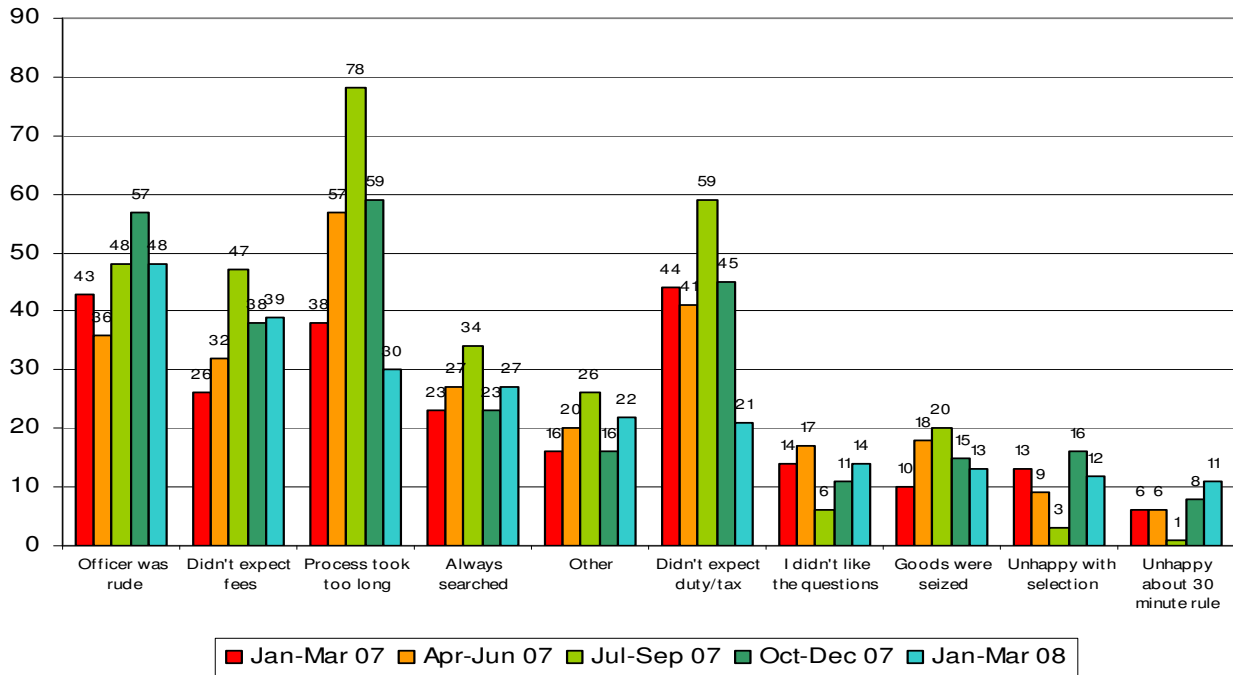


Figure 6. National Top 10 Complaints Issues(excluding referrals) in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters

CEF are the work area responsible for the reductions in the complaints issue “process too to long” and Airports are the work area responsible for the reduction in “Didn’t expect Duty tax”.

71% of Officer was Rude complaints relate to Passengers Division (**34**) with 47% of these being for Assessment and Response (**16**) and 41% for Clearance (**14**).

A total of **365** complaint issues were raised in this quarter (excluding referrals). This compares to 492 for the previous quarter and represents a **26%** decrease.

# 2. Type of Compliment

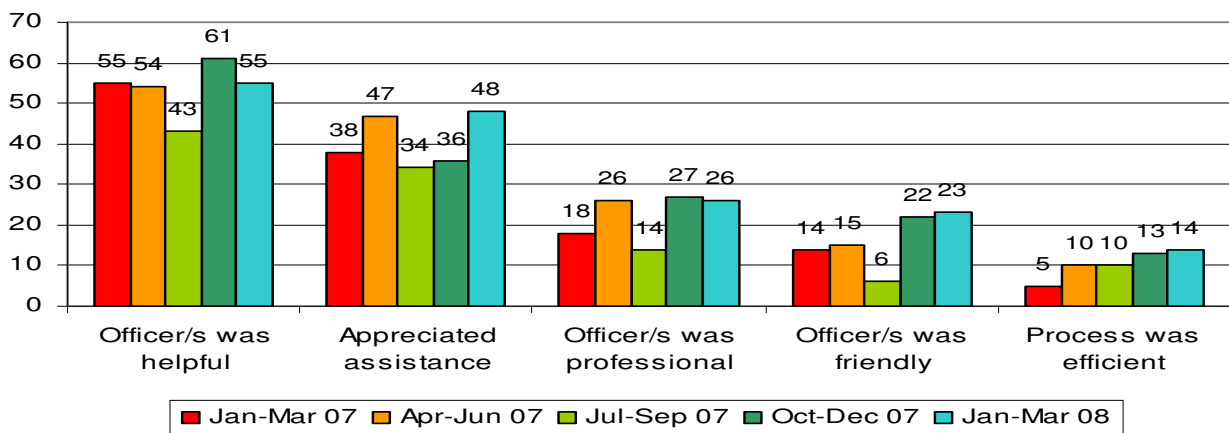


Figure 7. National Top 5 Compliment Issues (excluding referrals) in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters

A total of **193** compliment issues (excluding referrals) were raised for this quarter. This compares to 198 for the previous quarter and represents a **2.52% decrease**.

The top three compliment issues were:

- **“Officer/s was helpful” (55):** Cargo Division received this compliment most frequently with **(40)** followed by Passengers Division **(7)**, and then with **(2)** each for Compliance, Enforcement and Investigation, Trade and People and Place Divisions.
- **“Appreciated assistance” (48):** Passengers Division received this compliment most frequently **(21)** followed by Enforcement and Investigation **(19)**, Cargo Division **(3)**, People and Place Division **(2)**, and then **(1)** each for Trade, Intelligence and Targeting and Research and Development Divisions.
- **“Officer/s was professional” (26):** Passengers Division received this compliment most frequently **(14)** followed by Cargo Divisions **(6)**, Enforcement and Investigation **(4)** and then **(1)** each for Intelligence and Targeting and Compliance Divisions.

#### **4. Referrals to other agencies**

Where a complaint or compliment case or a specific issue raised within a complaint is through investigation found to not be related to Customs operations or procedures, the Complaints and Compliments Network refer clients to the relevant agencies. During this quarter Customs referred **171** cases which had raised **175** complaint issues compared to 140 cases from 145 issues during the previous quarter.

The referrals were made to the following organisations or entities;

AQIS **(37)**, Australia Post **(36)**, Broker **(33)** Carrier/Courier **(24)**, CTO/Wharf Terminal/Stevedore **(15)** and various other entities or organisations **(11)** DOTARS **(7)** Security Operator **(6)** Airport Operator **(3)** AFP **(1)** Duty Free Store **(1)** Airline **(1)**.

**(3)** Compliment cases and issues were referred to AQIS this quarter compared to 1 case/issue which was referred to Australia Post last quarter.

For further analysis of the “Other Organisations” referrals by Location see Annex G.

## 5. Performance Against Service Standards

The Complaints and Compliments Network monitors performance against the Customs Client Service Charter. The Client Service Charter states:

**If you write to us or email us**

We aim to acknowledge your communication within 5 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 as to when a final response can be expected.

### Service Standards

The average complaint resolution time of **9.37** working days reported in the previous quarter has *increased* to **11.34** working days.

The average compliment resolution time of **1.46** working days reported in the previous quarter has *increased* to **2.30** working days.

These resolution times are within the 15 working day service standard.

Out of a total of **624** cases received, **50** cases opened during the quarter did not meet the 15 working day benchmark (**8.01%**). Last quarter **8.03%** of cases did not meet this criteria.

## 6. How People Contact Us

The main methods for contacting Customs during this quarter were by email (**474**), phone (including the 1800 number) (**96**), and Brochure (**64**) Letter or fax (**48**) Remote entry by a Customs officer (**41**).

Note: 'Remote' entries are originally made by phone or email direct to a Customs work area. A Customs officer then forwards the complaint or compliment to their regional coordinator via a remote entry icon on their desktop.

The number of complaints or compliments received has *varied* by:

- email (increased from 469 to **475**),
- 1800 228227/phone (decreased from 119 to **83**),
- remote entry (decreased from 52 to **41**),
- brochure (decreased from 67 to **64**),
- letter or fax (decreased from 87 to **48**),
- Ministerial/Ombudsman (increased from 11 to **13**)
- Telephone (not through 1800 number) (decreased from 17 to **13**).

The purpose of the CCMS is to provide:

- National coordination of complaints and compliments,
- Analysis of data,
- Reporting of results, and
- Identification of opportunities for continuous improvement of our processes and practices based on client feedback.

The CCMS is committed to recording and reporting all comments provided by clients about their experience with Customs.

Feedback on any information contained in this report should be directed to:

Name: Roni Giacobetti, Manager Client Service, 02 6275 6499

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

## Passengers Division

### Complaints

The number of complaints cases, excluding referrals, received nationally for Passengers Division in the Jan-Mar 2008 quarter was **138\*** (Oct-Dec was 161). The number of issues raised within these complaints was **180**.

\*This measure is now Complaints cases, previous reports have utilised total number of complaints issues raised. (I/C. 1 Complaint or Compliment case may provide comment on 1 or more issues). The Oct-Dec figure has also been adjusted to reflect this change in approach in order to provide an accurate comparison.

**134** of these complaints cases related to a client interaction with Customs at an International Airport (Oct-Dec was 157)\*\*.

\*\* This measure is now Passengers Division cases related to a specific interaction with Customs at an International Airport. Previous reports included all Passengers Division cases even where those cases did not arise from a specific interaction with Customs at an International Airport (I/C General complaints about passengers related Customs Policy or Legislation which were responded to by Passengers Division). The Oct-Dec figure has also been adjusted to reflect this change in approach in order to provide an accurate comparison.

This is equivalent to 1 complaint case for every **48,030** passengers and crew arriving in, or departing from, Australia (Oct –Dec was **39,974**\*\*\*).

\*\*\* This ratio is now Total inbound and outbound International Air Movements (Passengers and Crew) divided by Total Passengers Division Complaint Cases which directly relate to an interaction with Customs at an International Airport. Previous reports included a ratio which was based on Total inbound and outbound International Air Movements (Passengers Only) dived by Total Passengers Division Complaint Issues. The Oct-Dec figure has also been adjusted to reflect this change in approach in order to provide an accurate comparison.

the period 1 January to 31 March 2008 **6,436,106** passengers and crew arrived and departed through international airports nationally. Numbers of passengers and crew traveling through the major international airports are shown in Table 1 below (Other relates to non-standard international arrivals e.g. Alice Springs).

| Airport     | Number of Airport Cases | Arrival Numbers | Departure Numbers | Movements per Complaint |
|-------------|-------------------------|-----------------|-------------------|-------------------------|
| Darwin      | 9                       | 31,410          | 28,198            | 6,623                   |
| Adelaide    | 5                       | 73,483          | 59,685            | 26,634                  |
| Perth       | 18                      | 372,593         | 321,569           | 38,565                  |
| Brisbane    | 25                      | 546,803         | 500,633           | 41,897                  |
| Melbourne   | 28                      | 686,834         | 621,042           | 46,710                  |
| Sydney      | 47                      | 1,534,275       | 1,414,407         | 62,738                  |
| Coolangatta | 1                       | 38,613          | 35,702            | 74,315                  |
| Cairns      | 2                       | 96,783          | 89,247            | 93,015                  |
| Other       | 0                       | 5,833           | 5996              | N/A                     |
| Total       | 135*                    | 3386627         | 3076479           | 47875                   |

*Table 1. Number of complaints cases lodged against each Airport compared to the total number of passengers and crew arriving or departing during Jan-Mar 08 (Other Passengers Division complaints are not shown in this table (\*1 Case covered two locations)).*

Figure 1 below compares the total number of complaint issues raised (**176** for Jan – Mar 2008 compared to 180 for Oct to Dec 2007) for the last 5 quarters for each of the airports specifically reported on.

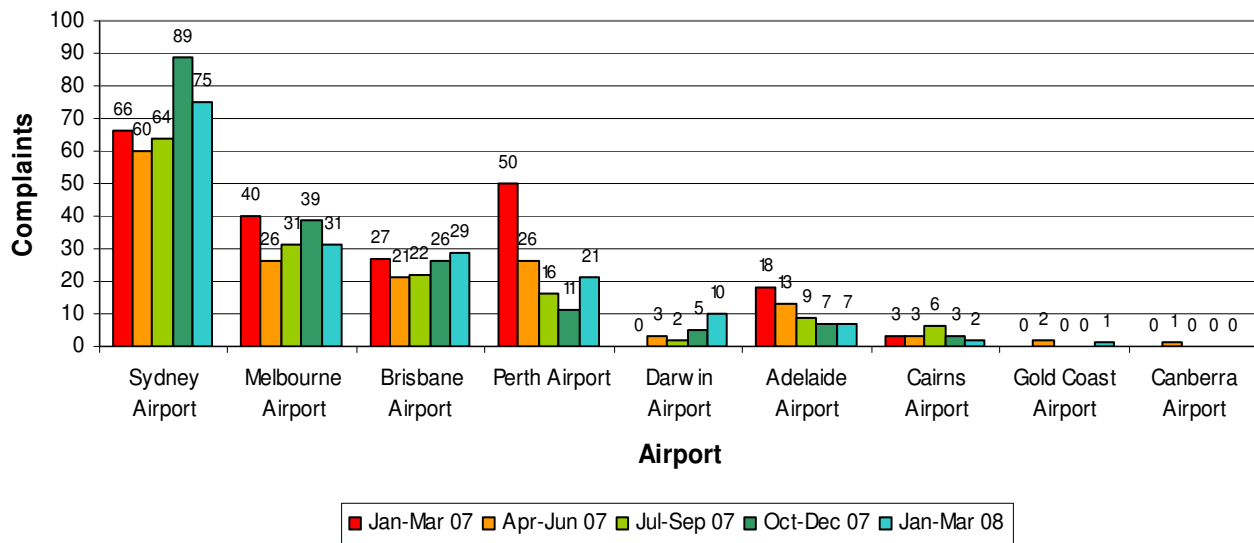


Figure 1. Passenger Complaints at each Airport (excluding referrals) in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters

A comparison of all Passengers Division complaints issues nationally for the last five quarters is shown in Table 2 below.

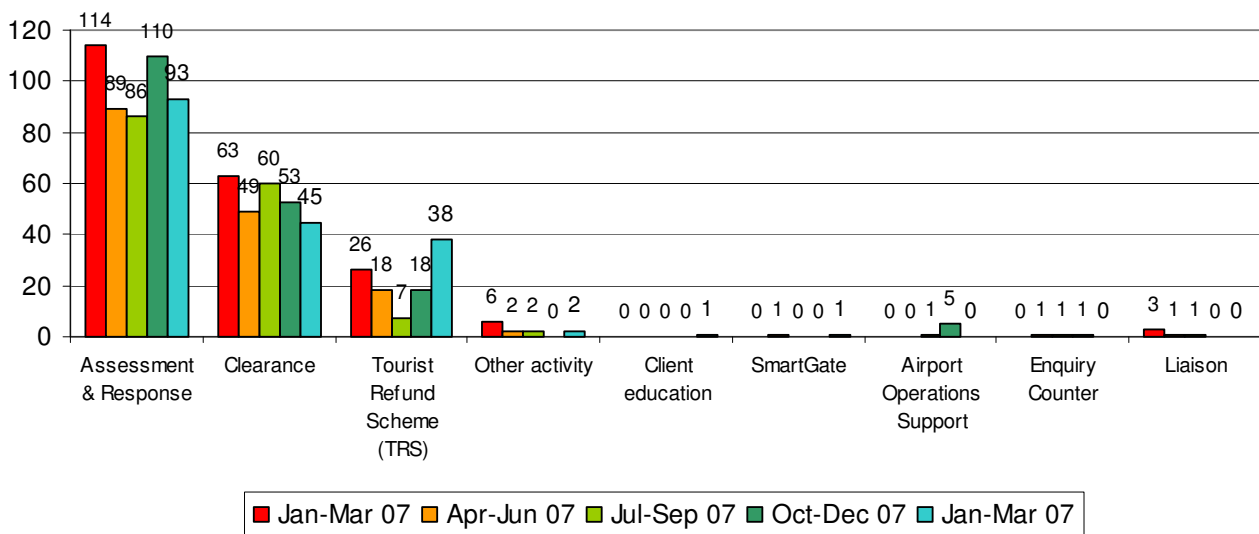


Figure 2. Total Passenger Complaints issues by Branch in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters.

## Passenger Concessions

Passenger concessions complaints issues were **17** this quarter, down from 28 last quarter.

Passenger concessions complaints issues by Region:

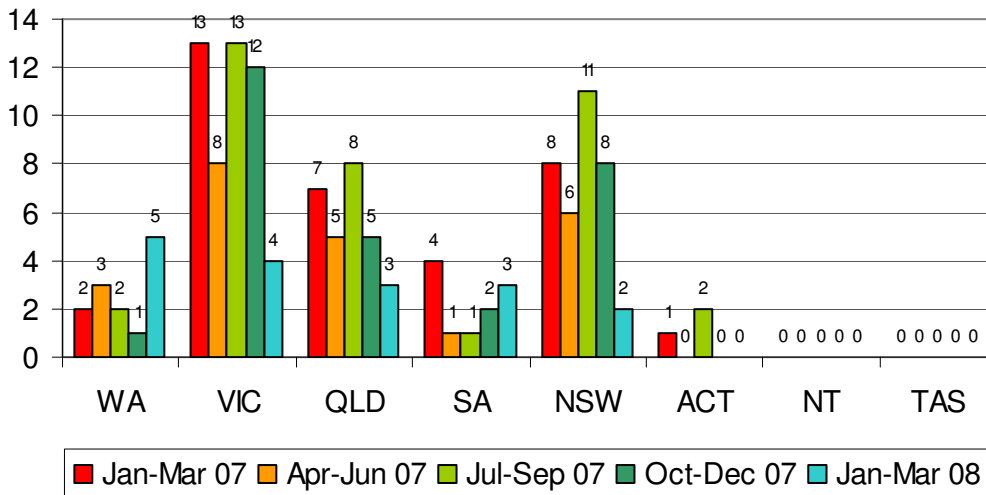


Figure 3. Passenger Concession complaints issue “Didn’t Expect Duty/Tax” in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters.

## **Compliments**

There were **71** compliment issues for Passengers Division during this quarter, which is no change from the **71** during the previous quarter.

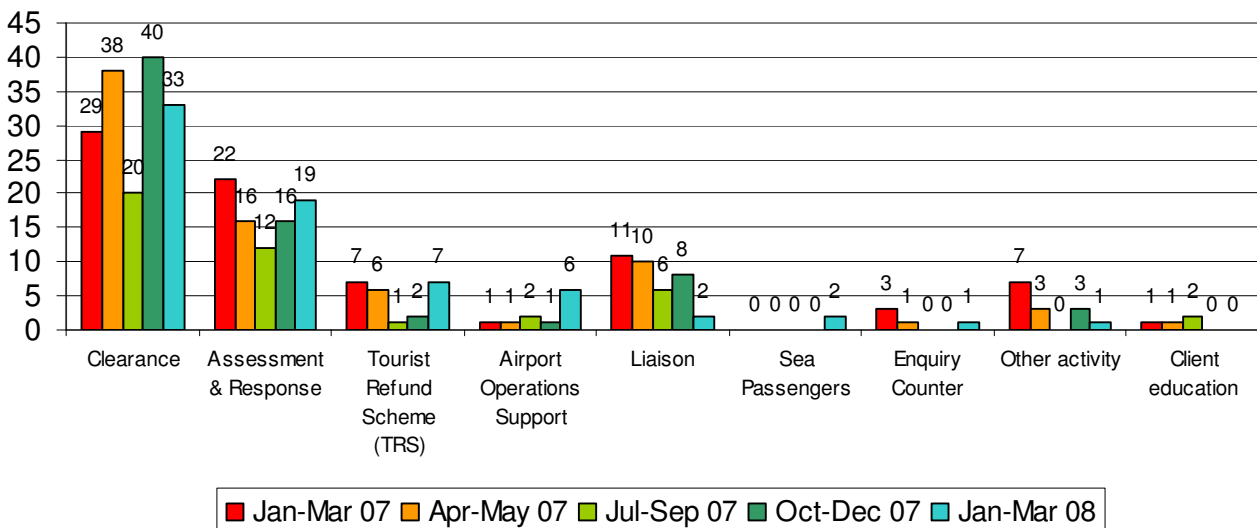


Figure 3. Passenger Compliments by Branch in the Jan – Mar 08 Quarter with a comparison to the preceding Four Quarters.

**Container Related Complaints**

(Data is largely from complaints related to Cargo Division and Intelligence & Targeting Division)

**130** Container related cases (excluding referrals) with **139** issues were logged in the Jan-Mar 2008 Quarter this compares to 132 cases and 149 issues last quarter.

The **130** container related complaints cases consist of **27** Intelligence and Targeting Cases, **32** Cargo Division cases, **4** for Compliance, **2** for Enforcement and Investigation and **68** cases referred to other organisations (3 cases were logged against more than 1 Division)

During the quarter Customs inspected **34730 TEU**. This is equivalent to **1** complaint for every **543 TEU** (previous quarter was **343 TEU**) this figure based on the **130** cases logged (excluding referrals).

**Complaints per TEU per Month (see definition at Note 1 below):**

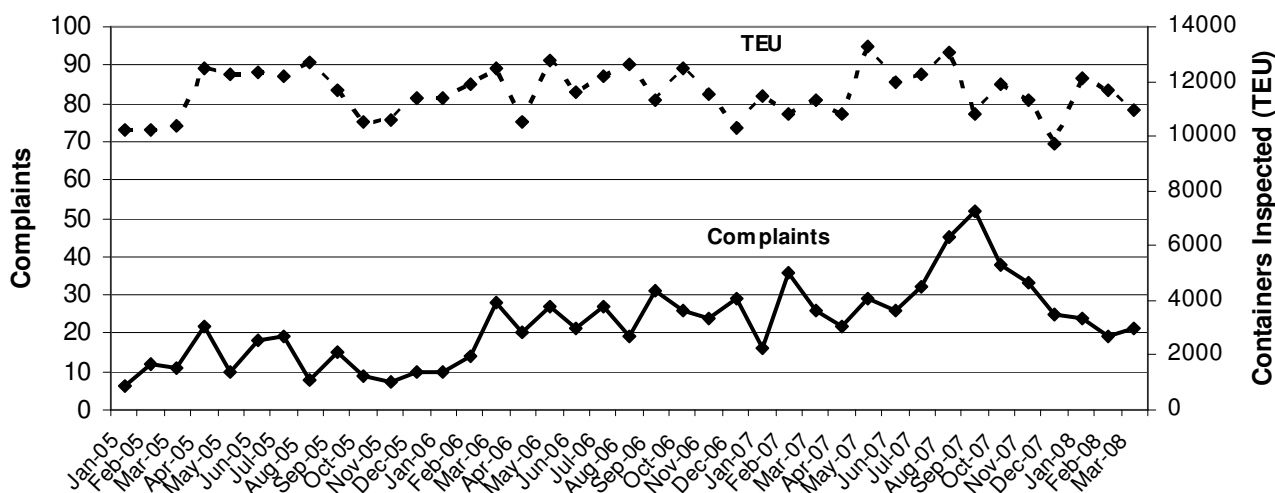


Figure 1. Trend of complaint cases (excluding referrals) against TEU x-rayed by Customs January 2005 – March 2008

Of the total **64** Container related cases and **71** complaints issues remaining after referrals, the three main complaint issues were:

Issue: “Didn’t expect fees” (**32**) – down from 48 for the last quarter.

Issue: “Always Searched” (**15**) – no change from 15 for the last quarter.

Issue: “Process took too long” (**13**) – down from 33 for the last quarter.

The following table details Cargo Division complaint issues registered for each CEF for the March quarter was **28** (compared to **66** for the last quarter). This table excludes all other container related complaints.

### Container Examination Facilities

| Issues                      | Sydney    | Brisbane | Adelaide | Melbourne | Perth    | Total     |
|-----------------------------|-----------|----------|----------|-----------|----------|-----------|
| Goods not repacked properly | 1         | 0        | 0        | 0         | 0        | 1         |
| Goods were missing          | 1         | 0        | 0        | 0         | 0        | 1         |
| Goods were damaged          | 1         | 1        | 0        | 0         | 0        | 2         |
| Process took too long       | 5         | 3        | 1        | 1         | 0        | 10        |
| Didn't expect fees          | 8         | 2        | 0        | 1         | 3        | 14        |
| <b>Total</b>                | <b>16</b> | <b>6</b> | <b>1</b> | <b>2</b>  | <b>3</b> | <b>28</b> |

Table 1. National CEF complaint issues within Cargo Division by region for January to March 2008

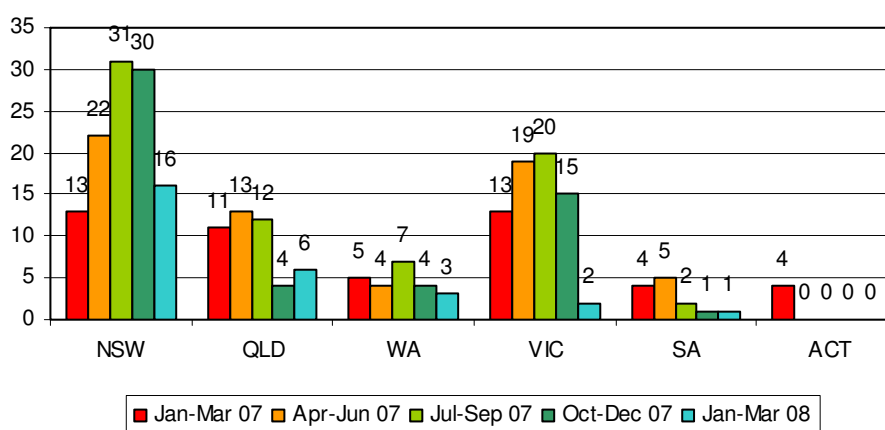


Figure 2. Comparison of Cargo Division CEF complaint issues by region for the previous six quarters

Of the **24** CEF container related complaint cases **28** Issues were raised, the three main complaint issues were:

Issue: “Didn’t expect fees” (**14**) – down from 30 for the last quarter.

Issue: “Process took too long” (**10**) – down from 23 for the last quarter.

Issue: “Goods were damaged” (**2**) – down from 6 for the last quarter.

Of the **27** Intelligence and Targeting container related complaint cases each only contained 1 issue giving **27** complaint issues, the three main complaint issues were:

Issue: “Always Searched” (**15**) – no change from 15 for the last quarter.

Issue: “Didn’t expect fees” (**11**) – no change from 11 for the last quarter.

Issue: “Process took too long” (**1**) – down from 7 for the last quarter.

### **Targeting**

| <b>Issues</b>         | <b>Sydney</b> | <b>Melbourne</b> | <b>Brisbane</b> | <b>Fremantle</b> | <b>Adelaide</b> | <b>Total</b> |
|-----------------------|---------------|------------------|-----------------|------------------|-----------------|--------------|
| Always Searched       | 4             | 5                | 3               | 1                | 2               | 15           |
| Didn’t Expect Fees    | 3             | 5                | 0               | 2                | 1               | 10           |
| Process took too long | 1             | 0                | 0               | 0                | 0               | 1            |
| <b>Total</b>          | <b>8</b>      | <b>10</b>        | <b>3</b>        | <b>3</b>         | <b>3</b>        | <b>27</b>    |

*Table 2. National container related complaint issues within Intelligence and Targeting Division by region for January to March 2008*

### **Total of All Container Related Complaint Cases (excluding Referrals)**

| <b>CEF Location</b> | <b>Total Number of Complaints</b> | <b>TEUs Inspected</b> | <b>Number of TEUs for Every Complaint</b> |
|---------------------|-----------------------------------|-----------------------|---|
| Sydney              | <b>27</b>                         | 10,317                | <b>382</b>                                |
| Melbourne           | <b>13</b>                         | 9507                  | <b>731</b>                                |
| Brisbane            | <b>10</b>                         | 9064                  | <b>906</b>                                |
| Fremantle           | <b>9</b>                          | 5270                  | <b>585</b>                                |
| Adelaide            | <b>4</b>                          | 515                   | <b>121</b>                                |
| Darwin              | <b>1</b>                          | 57                    | <b>57</b>                                 |
| Canberra            | <b>0</b>                          | 0                     | <b>n/a</b>                                |
| <b>Total</b>        | <b>64</b>                         | <b>34,730</b>         | <b>543</b>                                |

*Table 3. Number of complaint cases lodged compared to the number of TEUs<sup>2</sup> inspected for January to March 2008 (excluding Referrals)*

### **Compliments**

**1** “Officer was professional” compliment was received relating to a visit to the Melbourne CEF.

Note:

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 TEUs). On average, the number of containers is equivalent to 75 per cent of the number of TEUs, e.g. 750 containers is equivalent to 1000 TEU.
2. The above TEU figures include import and export containers.
3. The official CEF complaints are shown in Table 3 and relate to specific CEF sites. We have also attached related complaints that are recorded elsewhere as the responsibility of different work areas or organizations, e.g. Intelligence & Targeting Division. These are included because, from the complainant’s perspective, their complaints are about the container examination process in general, regardless of the specific area of Customs which has responsibility to respond.

**Cargo Division**  
**Postal Operations**

During this quarter **59** complaints cases with **64** issues were recorded about Postal Operations, with **41** cases referred to other organisations (AQIS, Australia Post). This compares with 89 cases and 94 issues for the previous quarter, 30 of which were referred to other organisations. See Table 1 for details.

**Complaints Issues**

| Issue                         | Oct - Dec 07 | Jan - Mar 08 |
|-------------------------------|--------------|--------------|
| Process took too long         | 18           | 6            |
| Didn't expect duty/tax        | 11           | 2            |
| Goods were damaged            | 7            | 0            |
| Goods were missing            | 6            | 5            |
| Goods were seized             | 5            | 3            |
| Other                         | 3            | 1            |
| Unhappy with selection        | 3            | 0            |
| I got the runaround           | 2            | 0            |
| Documentation                 | 2            | 0            |
| Calls not returned            | 1            | 0            |
| Didn't expect fees            | 1            | 0            |
| Goods not repacked properly   | 1            | 1            |
| I'm Not Happy with the Policy | 1            | 2            |
| Officer was rude              | 1            | 0            |
| Phone/email not answered      | 1            | 1            |
| Process not explained         | 1            | 0            |
| Always searched               | 0            | 0            |
| Goods were withheld           | 0            | 0            |
| On hold too long              | 0            | 0            |
| <b>Total</b>                  | <b>64</b>    | <b>21</b>    |

Table 1. Number of complaints Issues received nationally by Postal Operations (excludes referrals). Comparative assessment: Oct-Dec 2007 to Jan-Mar 2008

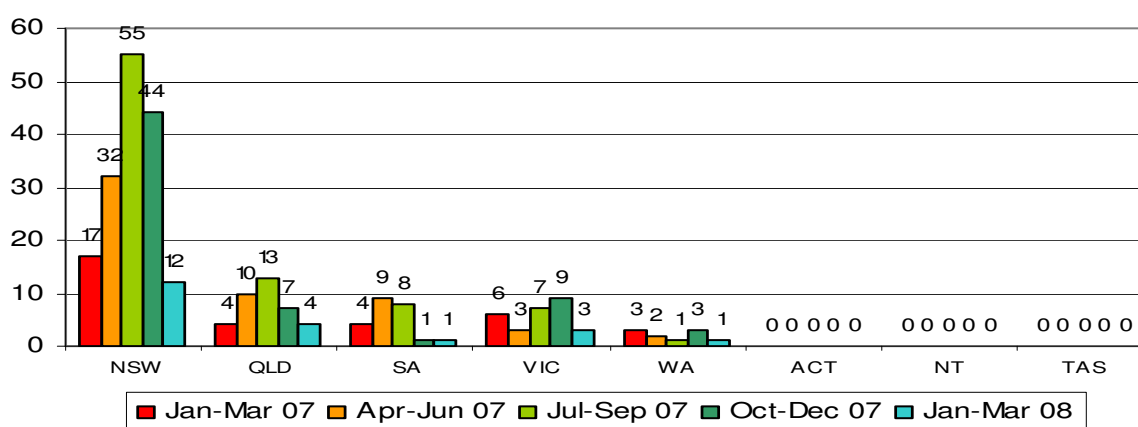


Figure 1. Number of complaints received by Postal Operations by region. Comparative assessment: Jan-Mar 2007 to Jan-Mar 2008

**Compliments**

Postal Operations received **3** compliment cases highlighting **4** issues this quarter down 2 issues from last quarter.

**Cargo Division**  
**Industry Engagement and User Services Branch**

**Customs Information and Support Centre**

**Complaints**

During this quarter **18** Complaints cases raising **19** issues were recorded about the CI&SC, compared with 25 cases and 29 issues for the previous quarter.

The most common complaint issue raised was ‘Officer was rude’ with **10**.

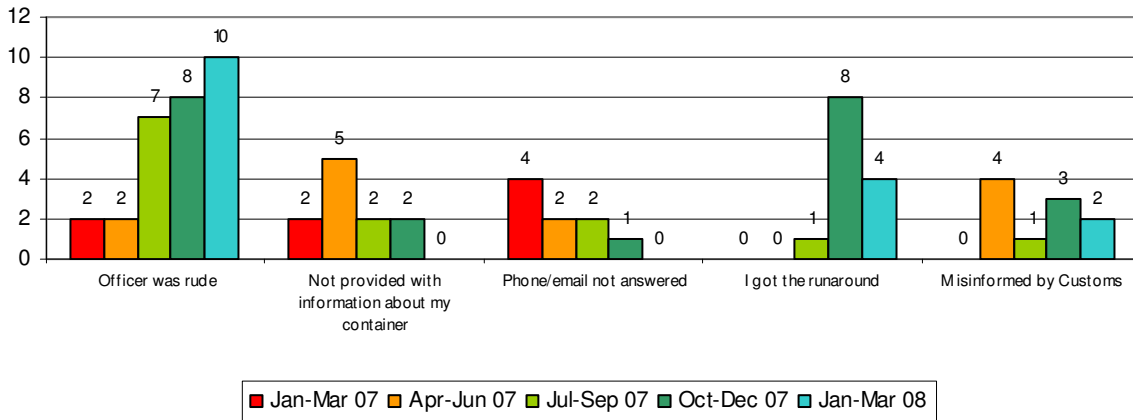


Figure 1. Comparison of the main CI&SC complaints for the previous five quarters

During the quarter **128,249** enquiries were dealt with by the CI&SC.

The number of complaint cases received during the December quarter was **18** which is **1** complaint for every **7125** enquiries. See Table 2 below.

| Month    | Number of Complaints Received | Number of Phone Enquiries Received | Number of Email Enquiries Received | Number of Fax Enquiries Received | Total Number of Enquiries Received | Number of Enquiries for Every Complaint |
|----------|-------------------------------|------------------------------------|------------------------------------|----------------------------------|------------------------------------|---|
| January  | 5                             | 40545                              | 3867                               | 17                               | 44429                              | 8886                                    |
| February | 7                             | 40382                              | 4420                               | 7                                | 44809                              | 6401                                    |
| March    | 6                             | 34663                              | 4262                               | 86                               | 39011                              | 6502                                    |

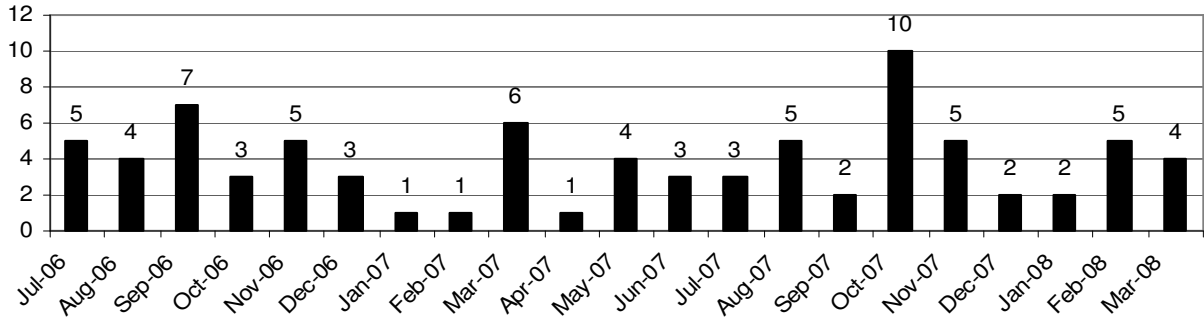
Table 1. Number of complaint cases lodged against CI&SC compared to the number of calls received for Jan-Mar 2008

**Compliments**

The CI&SC received **27** Compliment cases highlighting **35** compliment issues this quarter (compared to 21 cases and 28 issues last quarter). **22** of the compliment issues were ‘Officer was helpful’.

## Integrated Cargo Systems

Customs recorded **11** complaint cases raising **11** issues which could be attributed to the Cargo Integrated System (ICS) for the quarter January - March 2008. Down 5 since last quarter.



### ICS Complaints

*Figure 1. Number of ICS complaints received since July 2006*

The reason for complaints in the December quarter were:

| Issue                         | Apr-Jun<br>07 | Jul-Sep<br>07 | Oct-Dec<br>07 | Jan-Mar<br>08 |
|-------------------------------|---------------|---------------|---------------|---------------|
| Didn't expect fees            | 0             | 2             | 4             | 4             |
| Doesn't work                  | 0             | 2             | 4             | 4             |
| Digital Certificates          | 2             | 1             | 2             | 1             |
| Documentation                 | 0             | 0             | 2             | 0             |
| I'm Not Happy with the Policy | 0             | 0             | 1             | 1             |
| Payment facility              | 0             | 0             | 1             | 0             |
| Poor Design                   | 0             | 0             | 1             | 1             |
| Process took too long         | 1             | 3             | 1             | 0             |
| Implementation                | 0             | 0             | 0             | 0             |
| System Down                   | 1             | 0             | 0             | 0             |
| System Too Slow               | 1             | 1             | 0             | 0             |
| <b>Total</b>                  | <b>5</b>      | <b>9</b>      | <b>16</b>     | <b>11</b>     |

*Table 1. Number of complaints issues received during the last four quarters by complaint issue*

### ICS Compliments

During the quarter **0** compliments were received.

**Issue – ‘Officer was rude’**

‘Officer was rude’ was the second highest complaint in the quarter with **45** cases raising the issue **48** times nationally (57 cases raising the issue 57 times for the previous quarter).

| Work Area                                   | Oct- Dec 07 | Jan- Mar 08 |
|---|-------------|-------------|
| Assessment & Response                       | 26          | 16          |
| Clearance                                   | 12          | 14          |
| CI&SC                                       | 8           | 10          |
| Client Services                             | 8           | 2           |
| Container Examination Facility              | 1           | 0           |
| Other activity                              | 1           | 0           |
| Postal Operations                           | 1           | 0           |
| Commerce, Prohibitions & Restrictions (CPR) | 0           | 1           |
| Customs Switchboard                         | 0           | 1           |
| Property Management                         | 0           | 0           |
| Refunds                                     | 0           | 0           |
| TRS   | 0           | 4           |
| <b>Total</b>                                | <b>57</b>   | <b>48</b>   |

Table 1. National total of ‘Officer was rude’ issue by work area. Comparative assessment: October to December 2007 and January to March 2008

**Officer was rude - by Month**

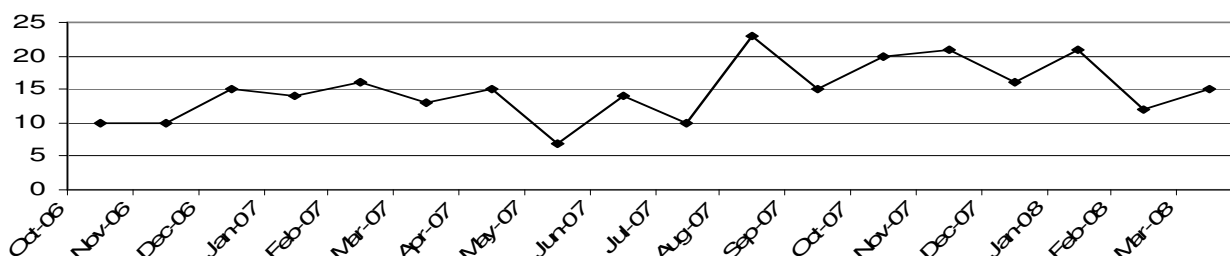


Chart 1. National Line graph of complaint issue ‘Officer was rude’ by month from October 2006

**Officer was rude - by Region**

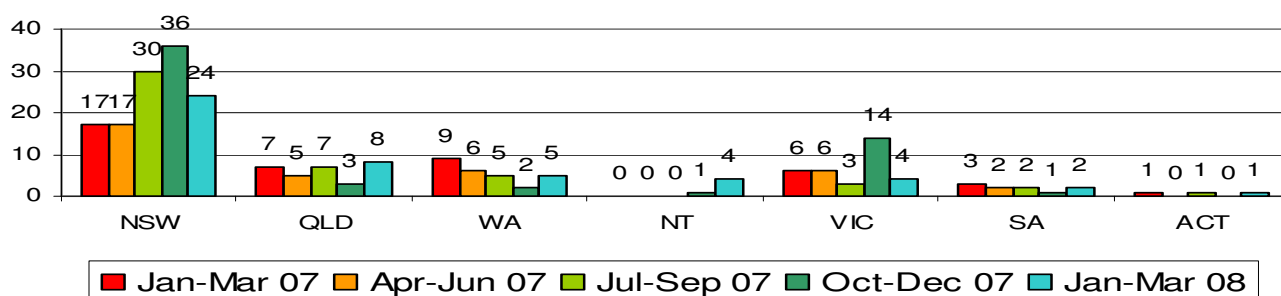


Table 2. Number of ‘Officer was rude’ issues raised by region. Comparative assessment over the last five quarters

**Compliance Division**

Customs recorded **8** Complaint cases and **4** Compliment cases for the Compliance Division in the Jan-Mar 2008 Quarter.

| <b>Work Area</b>      | <b>Complaints</b> | <b>Compliments</b> | <b>Total</b> |
|-----------------------|-------------------|--------------------|--------------|
| Broker Licensing      | 2                 | 0                  | 2            |
| Compliance Audit Team | 2                 | 2                  | 4            |
| Compliance Policy     | 2                 | 0                  | 2            |
| Liaison               | 0                 | 1                  | 1            |
| Other activity        | 0                 | 1                  | 1            |
| Cargo Services        | 2                 | 0                  | 2            |
| <b>Total</b>          | <b>8</b>          | <b>4</b>           | <b>12</b>    |

Table 1. *Number of Complaints and Compliments cases received for Compliance Division by work area.*

| <b>Symptom</b>             | <b>Complaints</b> | <b>Compliments</b> | <b>Total</b> |
|----------------------------|-------------------|--------------------|--------------|
| Didn't expect fees         | 3                 | 0                  | 3            |
| Process took too long      | 3                 | 0                  | 3            |
| Goods were seized          | 1                 | 0                  | 1            |
| I got the runaround        | 1                 | 0                  | 1            |
| Officer/s was helpful      | 0                 | 2                  | 2            |
| Officer/s was professional | 0                 | 1                  | 1            |
| Process was efficient      | 0                 | 1                  | 1            |
| <b>Total</b>               | <b>8</b>          | <b>4</b>           | <b>12</b>    |

Table 2. *Complaint and Compliment Symptoms for Compliance Division*

**Other Organisations**  
**All Locations**

During this quarter **174** cases were or had issues referred to other organisations.

The following table provides an insight into which locations have clients confusing Customs as the organisation responsible for the subjects they have raised in their complaints and or compliments.

| Customs Work Area               | Complaints Referred | Compliments Referred |
|---------------------------------|---------------------|----------------------|
| Sea Cargo Operations / Wharf*   | 68                  | 0                    |
| Postal Operations*              | 43                  | 0                    |
| Sydney Airport                  | 20                  | 0                    |
| Melbourne Airport               | 10                  | 0                    |
| Sydney Customs House            | 10                  | 0                    |
| Brisbane Airport                | 9                   | 2                    |
| Canberra City                   | 3                   | 0                    |
| Adelaide Airport                | 2                   | 0                    |
| Brisbane Air Cargo              | 2                   | 0                    |
| Darwin Airport                  | 2                   | 0                    |
| Fremantle                       | 2                   | 0                    |
| Perth Airport                   | 2                   | 0                    |
| Melbourne Airport Customs House | 1                   | 1                    |
| Brisbane City                   | 1                   | 0                    |
| <b>Total</b>                    | <b>175</b>          | <b>3</b>             |

Table 1. Cases by Customs Work Area by “Other Organisations” referral volume  
(\* Denotes a general National Work Area)

| State        | Complaints | Compliments |
|--------------|------------|-------------|
| NSW          | 82         | 0           |
| VIC          | 42         | 1           |
| QLD          | 33         | 2           |
| SA           | 8          | 0           |
| WA           | 5          | 0           |
| ACT          | 3          | 0           |
| NT           | 2          | 0           |
| <b>Total</b> | <b>175</b> | <b>3</b>    |

Table 2. “Other Organisation” Referral volume by State

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The following table provides an identification of which organisations each location makes there referrals to.

| Customs Work Area               | "Other Organisation" Client Referred to | Complaints Referred | Compliments Referred |
|---------------------------------|---|---------------------|----------------------|
| Sea Cargo Operations / Wharf*   | Broker                                  | 29                  | 0                    |
|                                 | Carrier/Courier                         | 19                  | 0                    |
|                                 | CTO/Wharf Terminal/Stevedores           | 14                  | 0                    |
|                                 | AQIS                                    | 3                   | 0                    |
|                                 | Other                                   | 3                   | 0                    |
| Postal Operations*              | Australia Post                          | 31                  | 0                    |
|                                 | AQIS                                    | 10                  | 0                    |
|                                 | Other                                   | 1                   | 0                    |
|                                 | Carrier/Courier                         | 1                   | 0                    |
| Sydney Airport                  | AQIS                                    | 10                  | 0                    |
|                                 | Other                                   | 4                   | 0                    |
|                                 | DOTARs                                  | 3                   | 0                    |
|                                 | Airport Operator                        | 2                   | 0                    |
|                                 | Carrier/Courier                         | 1                   | 0                    |
| Melbourne Airport               | AQIS                                    | 5                   | 0                    |
|                                 | Security Operator                       | 2                   | 0                    |
|                                 | DOTARs                                  | 1                   | 0                    |
|                                 | Carrier/Courier                         | 1                   | 0                    |
|                                 | AFP                                     | 1                   | 0                    |
| Sydney Customs House            | Australia Post                          | 4                   | 0                    |
|                                 | AQIS                                    | 3                   | 0                    |
|                                 | CTO/Wharf Terminal/Stevedores           | 1                   | 0                    |
|                                 | Carrier/Courier                         | 1                   | 0                    |
|                                 | Broker                                  | 1                   | 0                    |
| Brisbane Airport                | Security Operator                       | 3                   | 0                    |
|                                 | AQIS                                    | 2                   | 2                    |
|                                 | Other                                   | 1                   | 0                    |
|                                 | DOTARs                                  | 1                   | 0                    |
|                                 | Airport Operator                        | 1                   | 0                    |
|                                 | Airline                                 | 1                   | 0                    |
| Canberra City                   | Other                                   | 2                   | 0                    |
|                                 | Duty Free Store                         | 1                   | 0                    |
| Adelaide Airport                | AQIS                                    | 2                   | 0                    |
| Brisbane Air Cargo              | Australia Post                          | 1                   | 0                    |
|                                 | Broker                                  | 1                   | 0                    |
| Darwin Airport                  | DOTARs                                  | 1                   | 0                    |
|                                 | Security Operator                       | 1                   | 0                    |
| Fremantle                       | Broker                                  | 2                   | 0                    |
| Perth Airport                   | AQIS                                    | 1                   | 0                    |
|                                 | DOTARs                                  | 1                   | 0                    |
| Brisbane City                   | AQIS                                    | 1                   | 0                    |
| Melbourne Airport Customs House | Carrier/Courier                         | 1                   | 0                    |
|                                 | AQIS                                    | 0                   | 1                    |
| <b>Total</b>                    |   | <b>175</b>          | <b>3</b>             |

Table 1. Customs Work Area identifying which agencies the "Other Organisations" referrals are for by volume (\* Denotes a general National Work Area)

## CCMS Quarterly Report Feedback Form

If you have any comments on this report please fill out the form below (replace the appropriate box with an X) and email it to either the CCMS National Coordinator (Roni Giacobetti) or to [ACS Complaints & Compliments] or forward it by facsimile on 02 6275 8099.

### Layout

The current layout is easy to read      Yes       Average       No

The graphs are easy to understand      Yes       Average       No

The tables are easy to understand      Yes       Average       No

### Content

The content:

Contains valuable information      Yes       Average       No

Tells me what I need to know      Yes       Average       No

### Statistics

There are too many numbers      Yes       Average       No

More analytical text is required      Yes       Average       No

If yes, please provide an example of what you would like to have included in the next report:

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### Other Comments

I would like to see the following alterations made to the next report:

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