



Australian Government
Australian Customs Service

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

April – June 2008

Introduction.....	3
Executive Summary	3
1. Complaints	3
2. Compliments	5
3. National Trends.....	7
4. Referrals to Other Organisations	10
5. Performance against Service Standards	11
6. How people contact us.....	12
Annexure A - Passengers Division.....	13
1. Complaints	13
2. Compliments	15
Annexure B - Container Related Cases	16
1. Complaints	16
2. Compliments	17
3. Cargo Division.....	18
4. Intelligence and Targeting Division	19
Annexure C - Cargo Division.....	20
1. Postal Operations.....	20
2. Industry Engagement and User Services	21
Annexure D - Officer was rude	24
Annexure E - Compliance Division.....	25
1. Complaints	25
2. Compliments	25
Annexure F - Other Organisations	26
CCMS Quarterly Report Feedback Form.....	29

INTRODUCTION

This report provides statistical data and analysis of complaints and compliments received during the quarter April to June 2008. All statistical data was extracted on 18 July 2008. Where appropriate, comparison tables and graphics are included.

EXECUTIVE SUMMARY

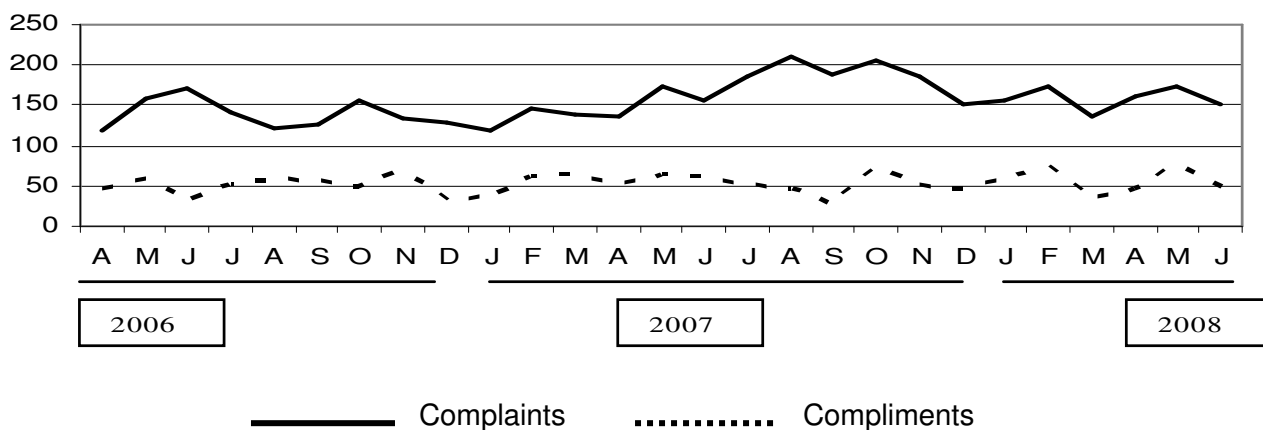


Figure 1. Trends for complaints and compliments March 2006 to June 2008 by month

1. Complaints

There were **330** cases raising **417** issues during Apr – Jun 2008.

This compares to 309 cases raising 365 issues during Jan – Mar 2008.

This represents a **6.8%** increase in cases and **14.25%** increase in issues.

A further **163** complaint cases were referred to other agencies.

The top four complaint issues for this quarter were:

Didn't expect duty/tax (43): occurred **29** times in Passenger Division, **12** times in Cargo Division and **1** time each for Compliance and Trade Divisions.

Officer was rude (41): occurred **31** times in Passenger Division, **8** times in Cargo Division and **1** time each for Compliance and Enforcement and Investigation Divisions.

Process took too long (34): occurred **16** times in Cargo Division, **6** each for Passengers and Intelligence and Targeting Divisions, **3** time for Compliance Division, **2** times for Trade Division and **1** time for Enforcement and Investigation.

Always Searched (33): occurred **23** times in Intelligence and Targeting Division, **8** times in Passengers Division and **1** time each for Compliance and Trade Divisions.

1.1. Significant Complaint variations

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

Increased trend

Didn't expect duty/tax increased nationally from 21 to **43**.

Documentation increased nationally from 1 to **12**.

Goods were damaged increased nationally from 9 to **20**.

Racist Selection increased nationally from 1 to **9**.

Always searched increased nationally from 27 to **33**.

Examined personal documents increased nationally from 6 to **12**.

Goods were withheld increased nationally from 1 to **6**.

Decreased trend

Didn't expect fees decreased nationally from 39 to **28**.

Officer was rude decreased nationally from 48 to **41**.

Unhappy about 30 min rule decreased nationally from 11 to **4**.

I'm not happy with the Policy decreased nationally from 10 to **3**.

*Significant is defined to mean a variation greater or equal to 5 issues

Compliments

There were **174** cases raising **213** issues during Apr – Jun 2008.

This compares to 167 cases raising 193 issues during Jan – Mar 2008.

This represents a **4.2%** increase in cases and **9%** increase in issues.

Customs did not refer any compliment cases to other agencies.

The top four compliment issues for this quarter were:

Appreciated assistance (56): occurred **36** times in Passengers Division, **11** times in Enforcement and Investigation, **3** times in Compliance Division, **2** times in Cargo and People and Place Divisions and **1** time each for Trade and Enforcement and Investigation (District Office) Divisions.

Officer/s was helpful (49): occurred **32** times in Cargo Division, **8** times in Passengers Division, **6** times in Compliance Division, **2** times in People and Place Division and **1** time in Enforcement and Investigation (District Office).

Officer/s was professional (32): occurred **16** times in Passengers Division, **6** times in Cargo Division, **2** times each in People and Place and Enforcement and Investigation Divisions, **5** times in Compliance Division and **1** time in Enforcement and Investigation (District Office).

Officer/s was informative (20) occurred **10** times in Cargo Division, **4** times in Passengers Division, **2** times in Enforcement and Investigation Division and **1** time each for People and Place, Compliance, Trade and Enforcement and Investigation (District Office) Divisions.

1.2. Significant Compliment variations

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

Increased trend

Officer/s was informative increased nationally from 9 to **20**.

Appreciated assistance increased nationally from 48 to **56**.

Officer/s was professional increased nationally from 26 to **32**.

Process was efficient increased nationally from 14 to **19**.

Decreased trend

Officer/s was helpful decreased nationally from 55 to **49**.

Officer/s was friendly decreased nationally from 23 to **18**.

*Significant is defined to mean a variation greater or equal to 5 issues

National Trends

1.3. National Trends by Division

Complaints

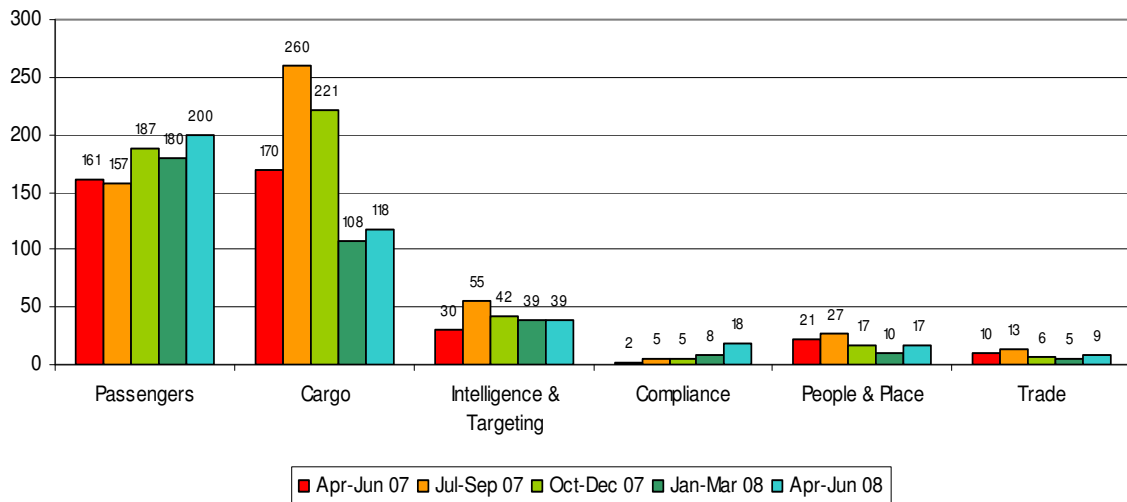


Figure 2. Top 6 complaint issue volumes comparative assessment over the last five quarters by Division.

Compliments

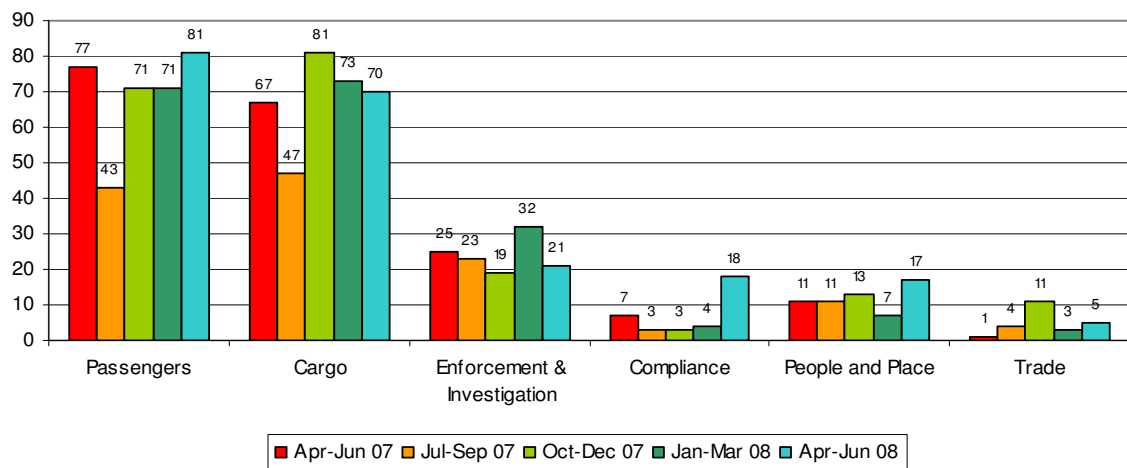


Figure 3. Top 6 compliment issue volumes comparative assessment over the last five quarters by Division.

1.4. National Trend by Region

Complaints

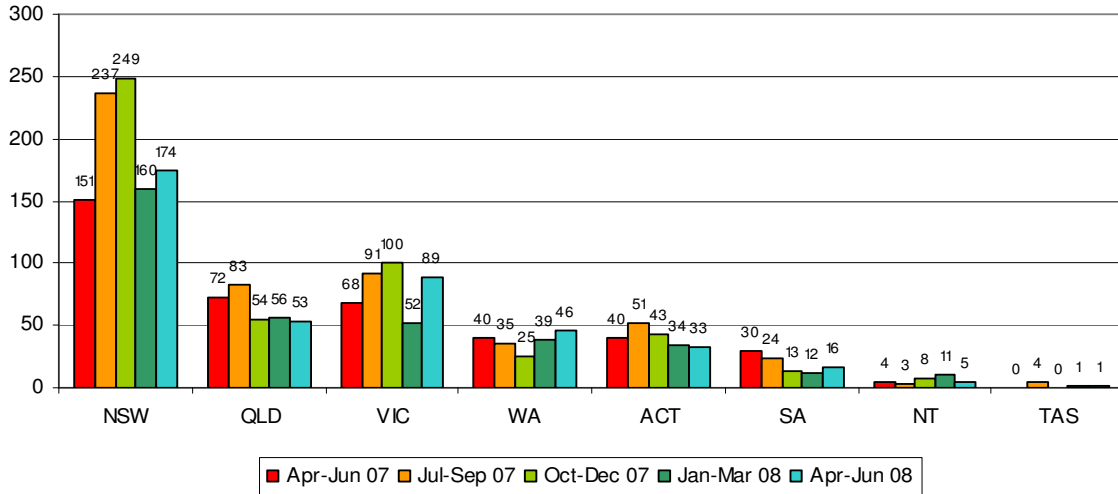


Figure 4. Complaint issue volumes comparative assessment over the last five quarters by region.

Compliments

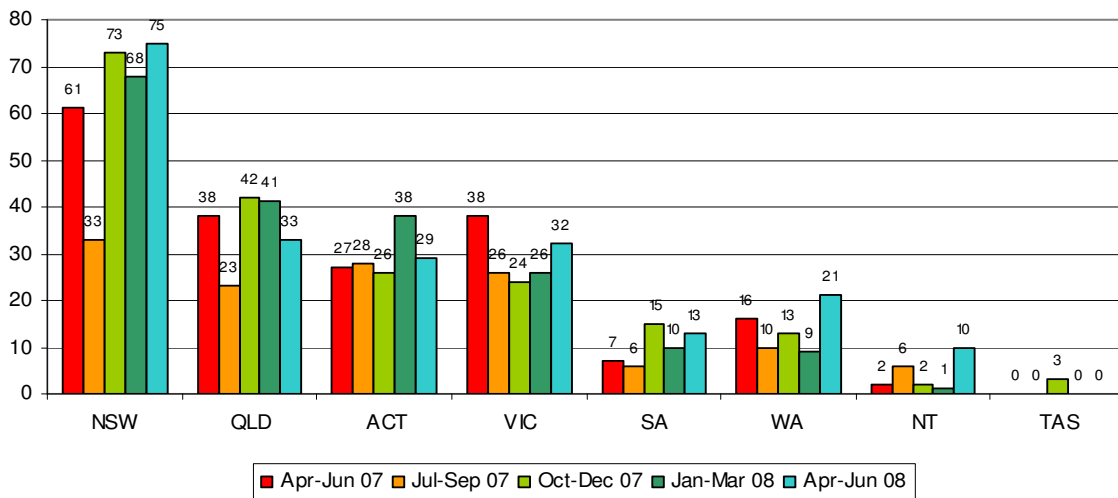


Figure 5. Compliment issue volumes comparative assessment over the last five quarters by region.

1.5. Complaint Issues

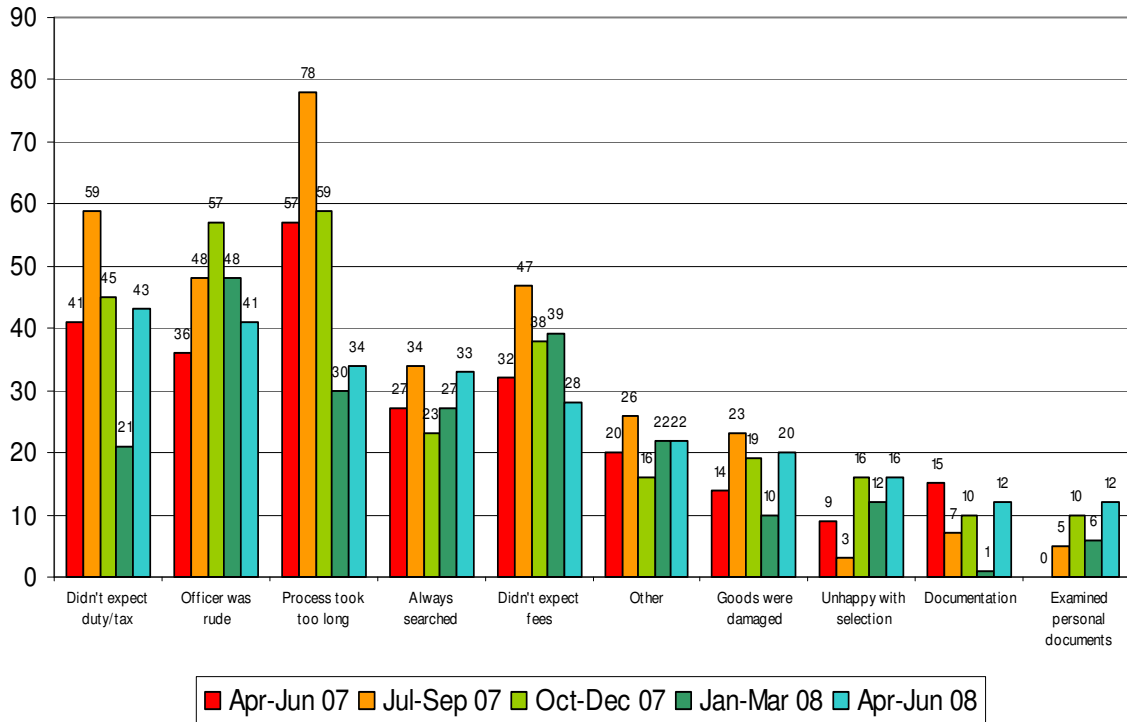


Figure 6. Top 10 complaints issues comparative assessment over the last five quarters

1.6. Compliment Issues

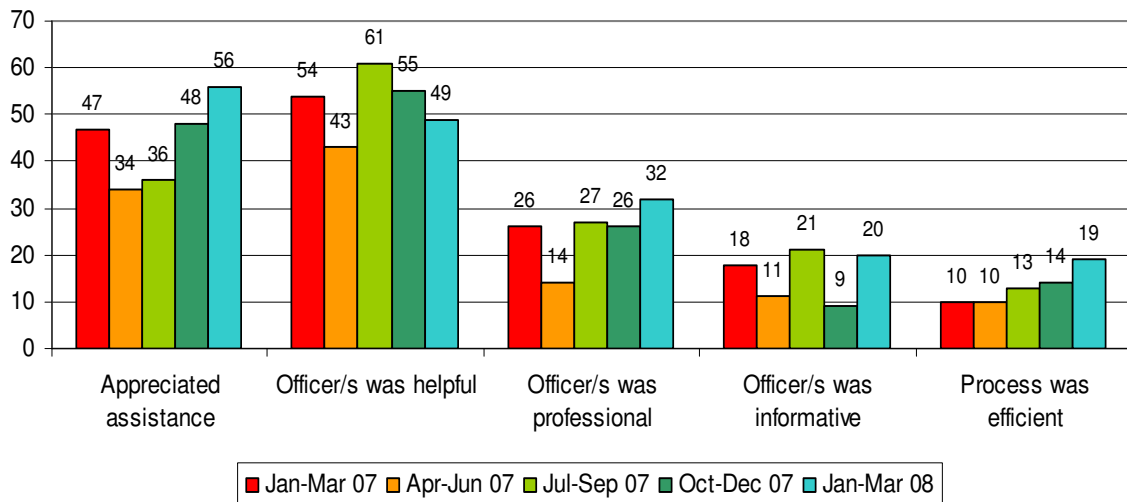


Figure 7. Top 5 compliments issues comparative assessment over the last five quarters

A detailed analysis 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.

2. Referrals to Other Organisations

When a complaint or compliment case or a specific issue raised within a case is, through investigation, found to not relate to Customs operations or procedures, the client is either provided the contact details or name of the organisation identified as being related to the case or issue and or provided an explanation of why Customs is not related to the identified issue.

Customs referred **166** complaint cases and or issues to other organisations during Jan – Apr 2008. This compares to 175 complaint cases or issues referred during Jan – Mar 2008.

Customs did not refer any compliment cases or issues to other organisations during Jan – Apr 2008. This compares to 3 compliment cases or issues referred during during Jan – Mar 2008.

The referrals were made to the following organisations or entities;

Complaints

Broker **(45)**
AQIS **(32)**
Australia Post **(23)**
Carrier/Courier **(13)**
Other **(11)**
DOTARS **(10)**
DIAC **(10)**
CTO/Wharf Terminal/Stevedore **(9)**
Airline **(7)**
Airport Operator **(3)**
Security Operator **(2)**
AFP **(1)**

Compliments

Nil

3. Performance against Service Standards

The CCMS monitors its own performance against the service delivery targets for Client Service Standards as set out in the Customs Client Service Charter and reports on the following target.

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.

CCMS Performance

Complaints

The average complaint resolution time was **11.69** working days during Apr – Jun 2008. This compares to 11.34 working days during Jan – Mar 2008.

Complaints

The average compliment resolution time was **2.33** working days during Apr – Jun 2008. This compares to 2.30 working days during Jan – Mar 2008.

Both these resolution times are within the 15 working day service standard.

A total of **62** cases or **9.24%** of all cases could not meet the 15 working day benchmark during Apr – Jun 2008.

This compares to 50 cases or 8.01% of all cases during Jan – Mar 2008.

4. How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 02 6275 8099

Email: comments@customs.gov.au

Complaints & Compliments Brochure

Letter: Reply Paid 9834 In your Capital City

Customs Website: <http://www.customs.gov.au/site/page.cfm?u=4231>

Or any Customs Officer*.

Contact Method	Jan - Mar 2008	Apr - Jun 2008
Email	475	481
Letter or Fax	48	84
1800 228 227	83	80
Complaints & Compliments Brochure	64	63
Remote Entry	41	35
Telephone	13	31
Ministerial / Ombudsman	13	24

Figure 8. Client contact volumes by method Apr - Jun 2008 and Jan – Mar 2008.

*All Customs Officers with appropriate network access can log comments via the complaints and compliments “remote” entry portal on the Customs internal intranet.

ANNEX A

PASSENGERS DIVISION

1. Complaints

There were **144** cases raising **200** issues during Apr – Jun 2008.

This compares to 138 cases and 180 issues during Jan – Mar 2008.

139 of these **144** cases were related to a clients interaction with Customs at an International Airport (Jan- Mar was 134 cases)

There were **5,827,977** International passengers and crew movements through airports nationally during the period 1 April through to 30 June 2008.

This is equivalent to **1** complaint case for every **41,928** passengers and crew arriving in, or departing from, Australia (Jan- Mar was 48,030).

Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Cairns	1	77,534	79,816	157,350
Coolangatta	1	37,850	36,193	74,043
Sydney	48	1,236,771	1,330,784	53,491
Brisbane	21	492,106	511,350	47,784
Adelaide	3	60,292	63,530	41,274
Melbourne	40	575,237	615,636	29,772
Perth	22	298,877	329,527	28,564
Darwin	4	33,822	36,848	17,668
Other+	0	6,462	5,342	N/A
Total	140*	2,818,951	3,009,026	41,628**

Table 1. Complaints cases compared to total international passenger and crew movements during Jan-Mar 08 by airport. (Other Passengers Division complaints are not shown in this table (+Other Airport covers all other airports not listed e.g. Alice Springs *1 Case covered two locations ** Average of total international passenger and crew movements against total airport cases)).

A - 2

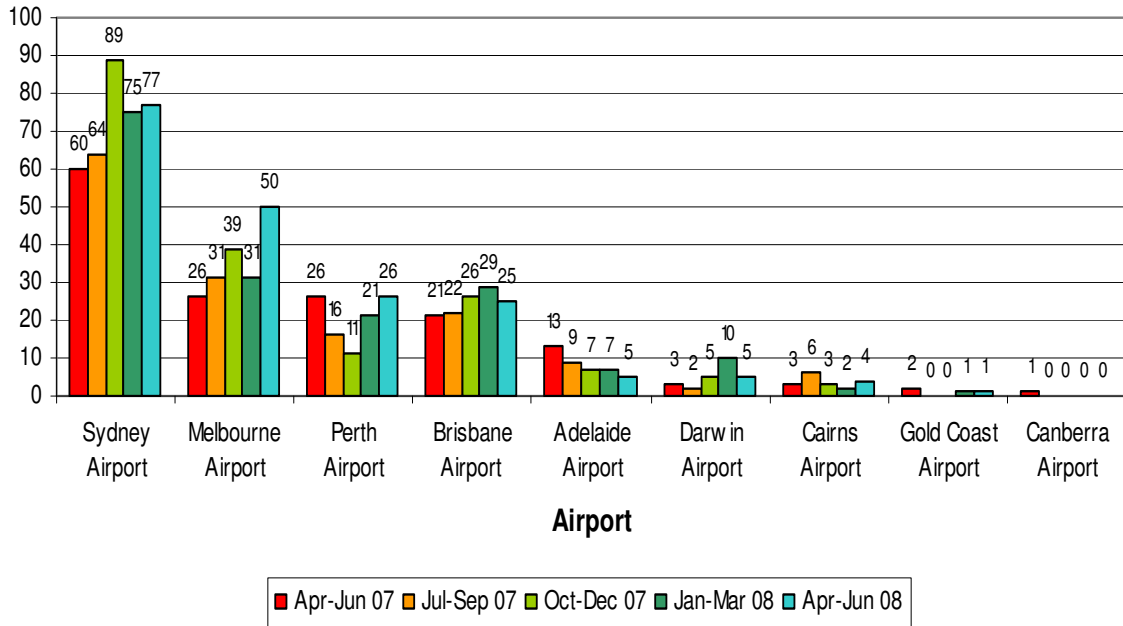


Figure 1. Passenger Division complaint issues at each airport comparative assessment over the last five quarters

All 200 of Passengers Divisions complaint issues by branch.

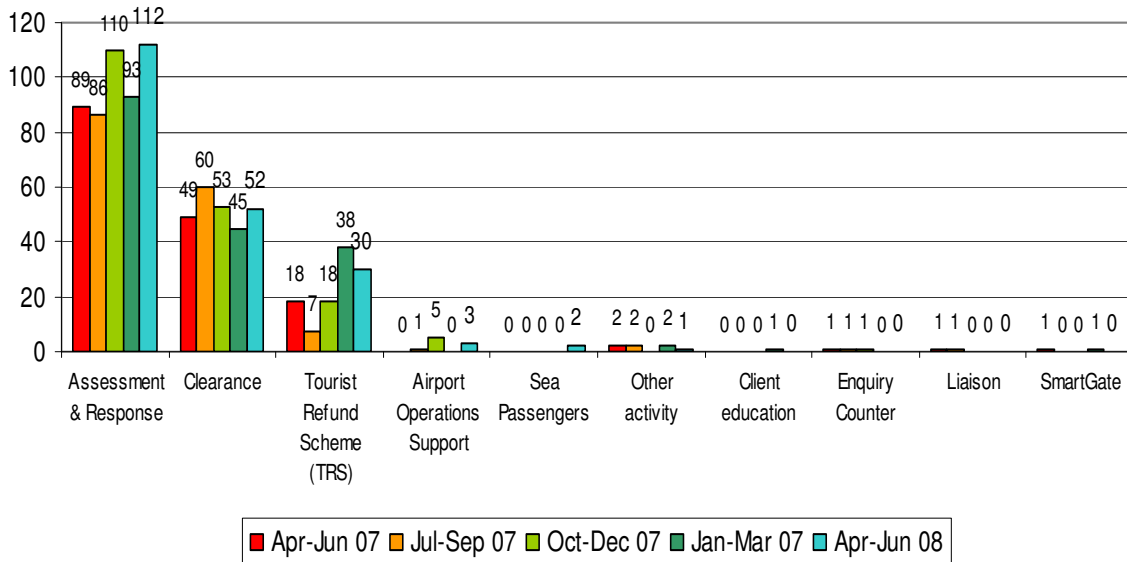


Figure 2. Passenger Division complaints issues by branch comparative assessment over the last five quarters

A - 3

1.1. Passenger Concessions

The issue “Didn’t expect Duty/Tax” occurred **29** times during Apr – Jun 2008.

This compares to 17 times during Jan - Mar 2008.

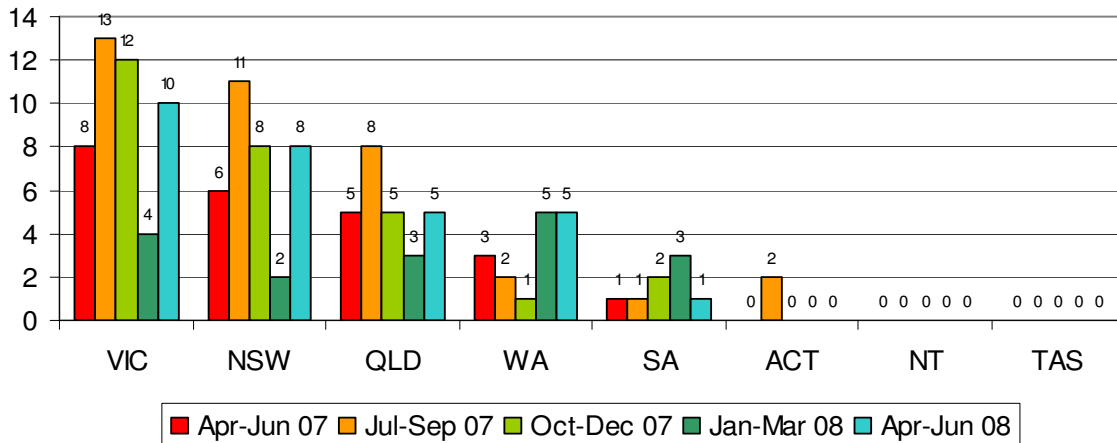


Figure 3.Passengers Concession related issue “Didn’t Expect Duty/Tax” by region comparative assessment over the last five quarters.

2. Compliments

There were **71** cases raising **81** issues during Apr – Jun 2008.

This compares to 62 cases raising 71 issues during Jan – Mar 2008.

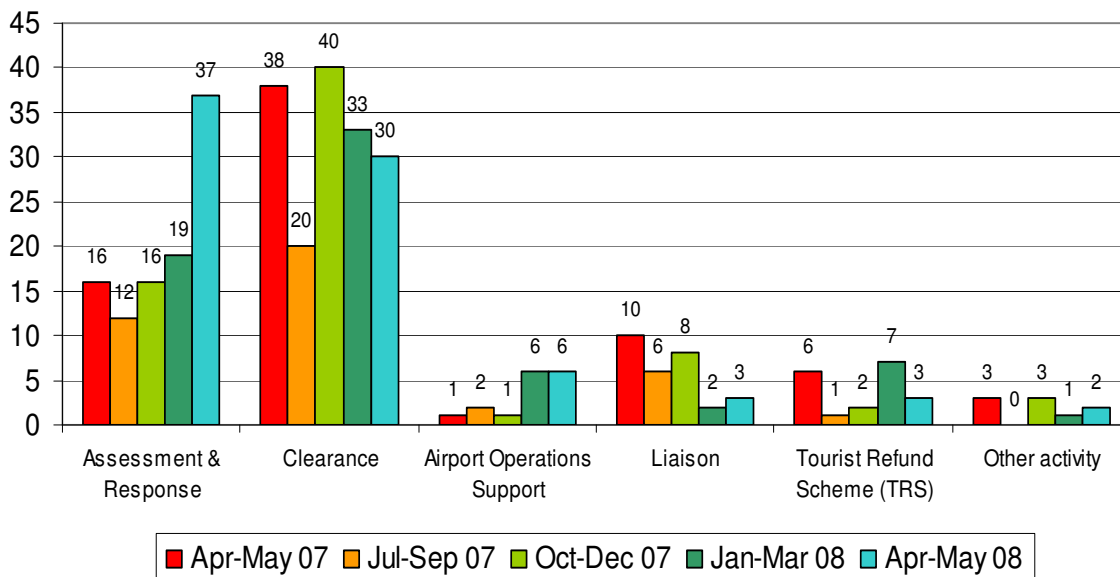


Figure 3.Passengers Division branches which received compliments issues in Apr – Jun 08 comparative assessment over the last five quarters

ANNEX B

CONTAINER RELATED CASES

1. Complaints

There were **53** container related cases raising **60** issues were during Apr – Jun 2008.

This compares to 130 cases and 139 issues during Jan – Mar 2008.

The **53** container related complaints cases consist of **25** Cargo Division cases, **23** Intelligence and Targeting Cases and **5** Compliance Division Cases.

A further **66** container related cases were referred to other organisations

During the quarter Customs inspected **34163** TEU.

This is equivalent to **1** complaint for every **645** TEU, previous quarter was 543 TEU.

Complaints per TEU by Month¹

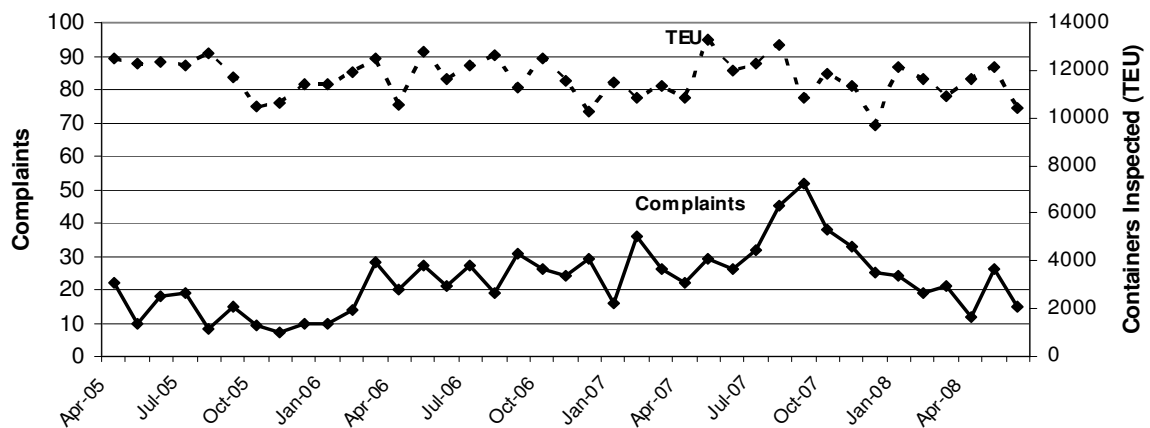


Figure 1. Trend of complaint cases (excluding referrals) against TEU's inspected April 2005 – June 2008

CEF Location	Total Number of Complaints	TEUs Inspected	Number of TEUs for Every Complaint
Brisbane	8	9199	1150
Fremantle	7	4537	648
Sydney	16	10,219	601
Melbourne	16	9647	567
Adelaide	6	520	87
Darwin	0	41	0
Total	53	34,163	645

Table 3. Complaint cases³ lodged compared to TEUs² inspected during Apr – Jun 2008 (excluding Referrals)

B - 2

The three main complaint issues for this quarter were:

Didn't expect fees decreased from 32 to **25**.

Always Searched no change **15**.

Process took too long increased from 13 to **15**.

2. Compliments

There was 1 Compliment case raising 1 identified compliment issue during Apr – Jun 2008.

This is no change from the 1 Case and issue during Jan – Mar 2008.

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 complaints cases shown in Table 3 contain all container related complaints as related to the specific CEF sites (excluding referrals) as from the client's perspective, their complaints are about the container examination process in general, regardless of the specific area of Customs, which has responsibility to respond.

B - 3

3. Cargo Division

3.1. Container Examination Facilities

3.1.1. Complaints

Excluding all other container related complaint cases Cargo Division – CEF had **20** cases logged with **20** identified issues.

The top three issues, with variations, raised for this quarter were:

Didn't expect fees decreased from 14 to 11.

Process took too long decreased from 10 to 7.

Goods were damaged decreased from 2 to 1.

Issues	Sydney	Brisbane	Adelaide	Melbourne	Perth	Total
Didn't expect fees	3	1	0	4	3	11
Process took too long	4	0	1	1	1	7
Late barrier hold put in place	1	0	0	0	0	1
Goods were damaged	0	0	1	0	0	1
Total	8	1	2	5	4	20

Table 1. Cargo Division - CEF complaint issues by state for Apr- Jun 2008

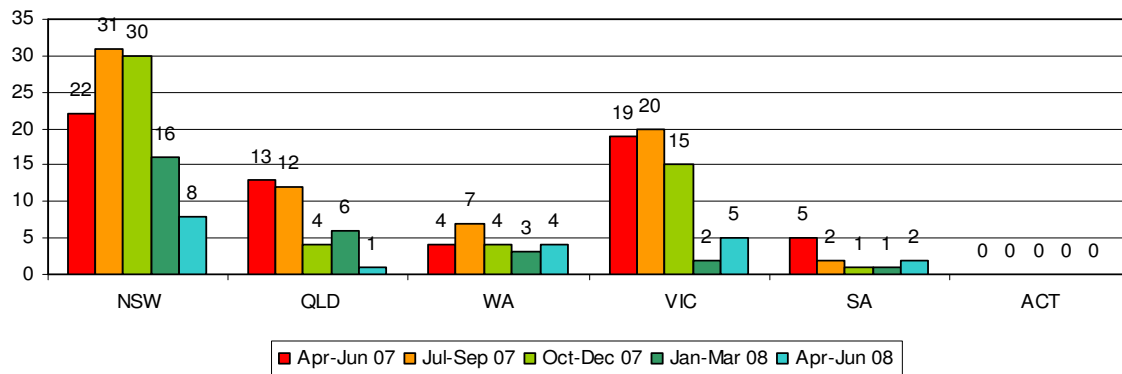


Figure 2. Cargo Division - CEF complaint issue volume by state comparative assessment over the last five quarters

3.1.2. Compliments

1 Officer was Efficient compliment was received relating to the Adelaide CEF.

B - 4

4. Intelligence and Targeting Division

4.1. Targeting

4.1.1. Complaints

Excluding all other container related complaint cases Intelligence and Targeting Division – Targeting logged **23** cases with **26** identified complaint issues.

The top three issues, with variations, raised for this quarter were:

Always Searched no change from **15**.

Didn't expect fees decreased from 11 to **6**.

Process took too long increased from 1 to **4**.

Issues	NSW	QLD	SA	VIC	WA	Total
Always searched	2	4	2	7	0	15
Didn't expect fees	1	1	1	2	1	6
I got the run-around	0	1	0	0	0	1
Process took too long	0	1	1	2	0	4
Total	3	7	4	11	1	26

Table 2. Intelligence and Targeting Division – Targeting complaint issues by state Apr - Jun 2008.

4.1.2. Compliments

Nil

ANNEX C

CARGO DIVISION

1. Cargo Operations

1.1. Postal Operations

1.1.1. Complaints

There were **35** complaints cases raising **42** identified complaints issues during Apr – Jun 2008.

This compares with 18 cases raising 21 identified complaints issues during Jan – Mar 2008.

A further **34** cases were referred to other organisations.

Issue	Jan - Mar 2008	Apr - Jun 2008
Didn't expect duty/tax	2	8
Process took too long	6	6
Goods were damaged	0	5
Other	1	4
Unhappy with selection	0	4
Goods were missing	5	3
Goods were seized	3	3
Goods not repacked properly	1	2
Phone/email not answered	1	2
Documentation	0	1
Goods were withheld	0	1
I got the run-around	0	1
Officer was rude	0	1
Officer was hard to understand	0	1
Didn't expect fees	0	0
I'm not happy with the policy	2	0
On hold too long	0	0
Total	21	42

Table 1.Cargo Division - Postal Operations complaint issues comparative assessment Jan – Mar 2008 to Apr – Jun 2008.

C - 2

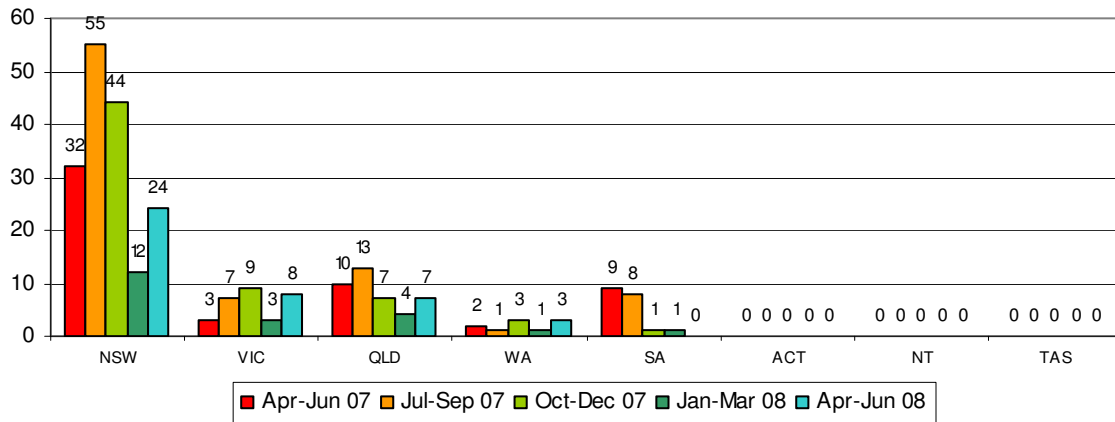


Figure 1. Cargo Division - Postal Operations complaint issues volume comparative assessment over the last five quarters by region.

1.1.2. Compliments

There were 7 compliment cases raising 9 issues during Apr – Jun 2008.

This compares to 4 cases raising 4 issues during Jan – Mar 2008.

2. Industry Engagement and User Services

2.1. CI&SC

2.1.1. Complaints

There were 19 cases raising 25 issues during Apr – Jun 2008.

This compares to 18 cases and 19 issues during Jan – Mar 2008.

The top complaint issue raised was **Officer was rude** with 7 occurrences.

There were 125,704 contacts with the CI&SC during Apr – Jun 2008.

This is equivalent to 1 complaint case for every 6616 contacts.

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	4	38321	4228	110	42659	10665
May	8	39413	4577	122	44112	5514
June	7	34504	4325	104	38933	5562

Table 1. CI&SC complaint cases comparison to contacts during Apr - Jun 2008

C - 3

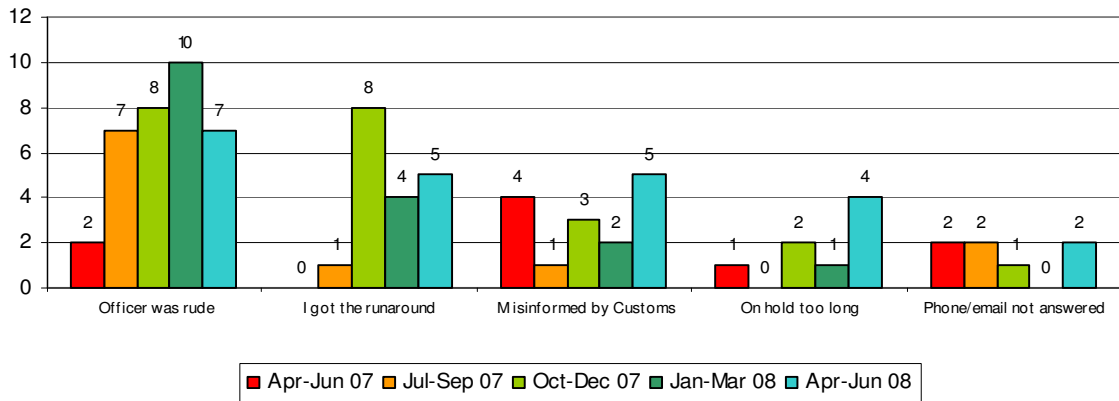


Figure 1. Top 5 CI&SC complaints issues comparative assessment over the last five quarters

2.1.2. Compliments

There were **15** cases raising **20** issues during Apr – Jun 2008.

This compares to 27 cases raising 35 issues during Jan – Mar 2008.

10 of the compliment issues were **Officer was helpful**.

2.2. Integrated Cargo System (ICS)

2.2.1. Complaints

There were **7** cases raising **7** issues during Apr – Jun 2008.

This compares to 11 cases raising 11 issues during Jan – Mar 2008.

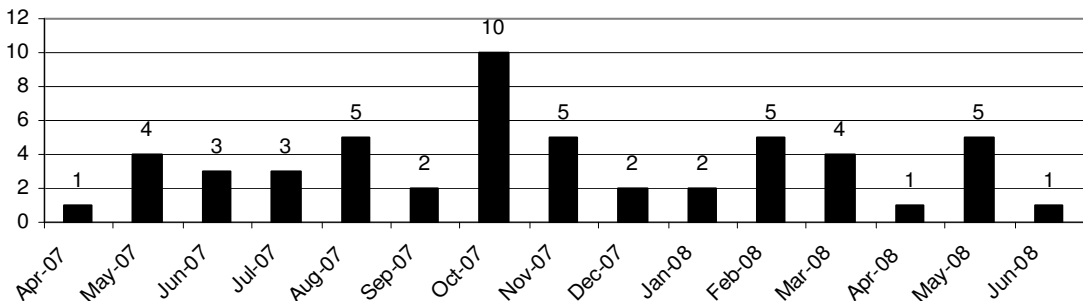


Figure 1. Number of ICS complaints received since April 2007

C - 4

Issue	Apr - Jun 2007	Jul - Sep 2007	Oct - Dec 2007	Jan - Mar 2008	Apr - Jun 2008
Didn't expect fees	0	2	4	4	3
Doesn't work	0	2	4	4	3
Process took too long	1	3	1	0	1
Digital certificates	2	1	2	1	0
Documentation	0	0	2	0	0
I'm not happy with the policy	0	0	1	1	0
Payment facility	0	0	1	0	0
Poor design	0	0	1	1	0
Implementation	0	0	0	0	0
System down	1	0	0	0	0
System too slow	1	1	0	0	0
Total	5	9	16	11	7

Table 1. ICS complaints issues comparative assessment over the last five quarters

2.2.2. Compliments

There was 1 case raising 1 issue during Apr – Jun 2008.

This compares to 0 cases/ issues during Jan – Mar 2008.

The issue raised was **System is working well.**

ANNEX E

OFFICER WAS RUDE

There were 41 cases raising the issue 41 times nationally during Apr – Jun 2008.

This compares to 45 cases raising the issue 48 times nationally during Jan – Mar 2008.

Work Area	Jan - Mar 2008	Apr - Jun 2008
Assessment & Response	16	14
Clearance	14	10
CI&SC	10	7
TRS	4	6
Detector Dog Unit (DDU)	0	1
Postal Operations	0	1
Sea Passengers	0	1
Compliance Audit Team	0	1
Client Services	2	0
Other activity	0	0
Commerce, Prohibitions & Restrictions (CPR)	1	0
Customs Switchboard	1	0
Total	48	41

Table 1. Issue 'Officer was rude' comparative assessment: Jan - Mar 08 to Apr – Jun 08 by work area.

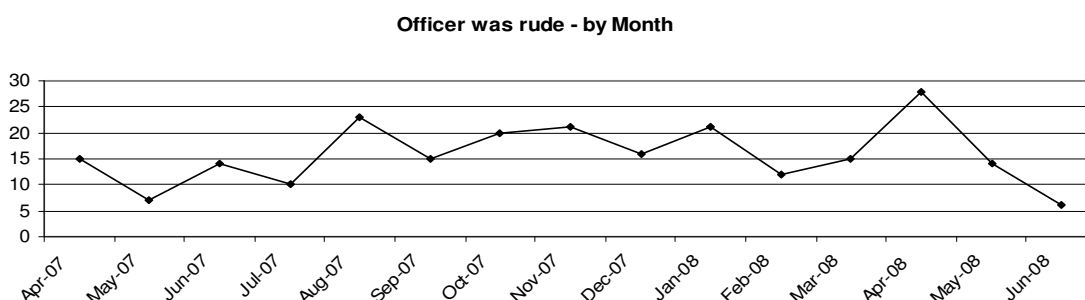


Chart 1. Issue 'Officer was rude' since April 2007 by month.

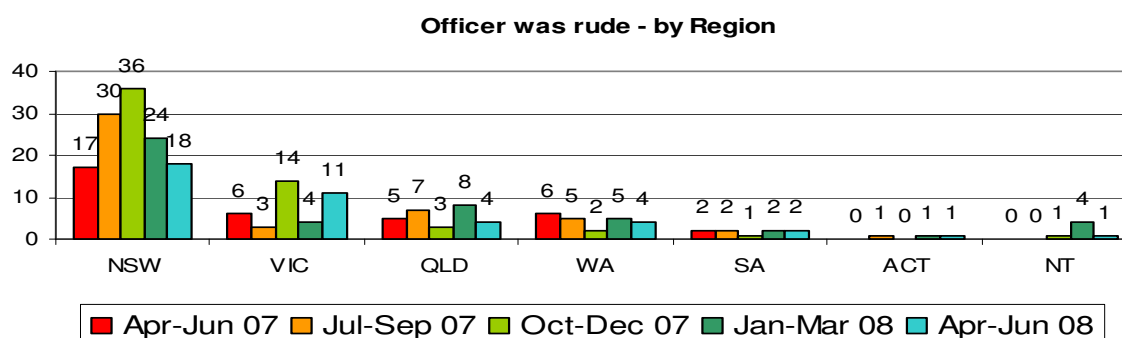


Table 2. Issue 'Officer was rude' comparative assessment over the last five quarters by region.

ANNEX F

COMPLIANCE DIVISION

1. Complaints

There were **13** cases raising **18** issues during Apr – Jun 2008.

This compares to 8 cases raising 8 issues Jan – Mar 2008.

2. Compliments

There were **15** cases raising **18** issues during Apr – Jun 2008.

This compares to 4 cases raising 4 issues Jan – Mar 2008.

Work Area	Complaints	Compliments	Total
Cargo Services	8	1	9
Compliance Audit Team	5	7	12
Compliance Policy	4	0	4
Other activity	1	0	1
Client Services	0	6	6
Broker Licensing	0	2	2
Liaison	0	2	2
Total	18	18	36

Table 1. Complaints and compliments cases received for Compliance Division by work area.

Symptom	Complaints	Compliments	Total
Didn't expect fees	6	0	6
Process took too long	3	0	3
Didn't expect duty/tax	1	0	1
Documentation	1	0	1
Goods not repacked properly	1	0	1
Goods were damaged	1	0	1
Goods were seized	1	0	1
Officer was rude	1	0	1
Always searched	1	0	1
Late barrier hold put in place	1	0	1
Process not explained	1	0	1
Officer/s was helpful	0	6	6
Officer/s was professional	0	5	5
Appreciated assistance	0	3	3
Officer/s was efficient	0	1	1
Officer/s was friendly	0	1	1
Officer/s was informative	0	1	1
Process was efficient	0	1	1
Total	18	18	36

Table 2. Complaint and compliment symptoms for Compliance Division

ANNEX G

OTHER ORGANISATIONS

There were 163 Complaints cases or issues and 0 Compliments cases or issues referred to "Other Organisations".

Customs Work Area	Complaints Referred
Sea Cargo Operations / Wharf*	68
Postal Operations*	34
Sydney Airport	11
Brisbane Airport	10
Canberra City	10
Melbourne Airport	8
Cairns Airport	5
Perth Airport	5
Darwin Airport	3
Sydney Customs House	3
Adelaide Airport	2
Fremantle	2
Adelaide Air Cargo	1
Brisbane Air Cargo	1
Gold Coast Airport	1
Melbourne Airport Customs House	1
Perth Airport Customs House	1
Total	166

Table 1. "Other Organisations" case referral volume by work area (*A general national work area)

State	Complaints Referred
NSW	65
VIC	35
QLD	28
WA	15
ACT	10
SA	10
NT	3
Total	166

Table 2. "Other Organisation" case referral volume by State

G - 2

Customs Work Area	"Other Organisation" Client Referred to	Complaints Referred
Sea Cargo Operations / Wharf	AQIS	3
	Other	5
	Carrier/Courier	9
	CTO/Wharf Terminal/Stevedores	9
	Broker	42
Sea Cargo Operations / Wharf Total		68
Postal Operations	AQIS	10
	Australia Post	22
	Other	2
Postal Operations Total		33
Sydney Airport	AQIS	4
	DOTARs	4
	Airline	2
	Carrier/Courier	1
Sydney Airport Total		11
Brisbane Airport	AQIS	2
	DOTARs	1
	Airline	2
	DIAC	3
	Airport Operator	2
Brisbane Airport Total		10
Canberra City	AQIS	3
	Other	2
	DIAC	4
	Broker	1
Canberra City Total		10
Melbourne Airport	AQIS	4
	Security Operator	1
	Airline	2
	DIAC	1
Melbourne Airport Total		8
Cairns Airport	DOTARs	4
	DIAC	1
Cairns Airport Total		5
Perth Airport	AQIS	2
	DOTARs	1
	Other	1
	Airline	1
Perth Airport Total		5
Darwin Airport	AQIS	1
	Security Operator	1
	DIAC	1
Darwin Airport Total		3
Sydney Customs House	AQIS	1
	Australia Post	1
	Carrier/Courier	1
Sydney Customs House Total		3
Adelaide Airport	AQIS	1
	Airport Operator	1
Adelaide Airport Total		2

G - 3

Fremantle	Other	1
	Broker	1
Fremantle Total		2
Adelaide Air Cargo	AQIS	1
Adelaide Air Cargo Total		1
Brisbane Air Cargo	Broker	1
Brisbane Air Cargo Total		1
Gold Coast Airport	AFP	1
Gold Coast Airport Total		1
Melbourne Airport Customs House	Carrier/Courier	1
Melbourne Airport Customs House Total		1
Perth Airport Customs House	Carrier/Courier	1
Perth Airport Customs House Total		1
Other Organisations Total		166

Table 1. Customs Work Area identifying which "Other Organisations" agencies client were referred to by volume (* Denotes a general National Work Area)

CCMS QUARTERLY REPORT FEEDBACK FORM

Any feedback can be provided via email to the CCMS National Coordinator (dennis.dalgliesh@customs.gov.au) or to comments@customs.gov.au or by facsimile on 02 6275 8099.

You can utilise this form or just provide your comments to the contacts above.

Layout

The current layout is easy to read	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
The graphs are easy to understand	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
The tables are easy to understand	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>

Content

The content:

Contains valuable information	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
Tells me what I need to know	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>

Statistics

There are too many numbers	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
More analytical text is required	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>

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

Other Comments

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