



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

October – December 2008

CORPORATE PERFORMANCE REPORTING

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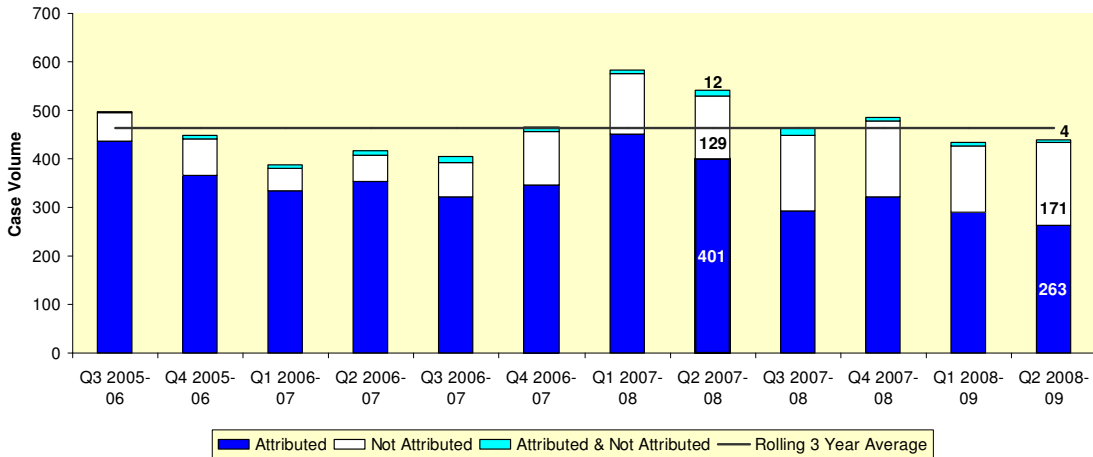
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EXECUTIVE SUMMARY

Complaints

There were 438¹ unique complaint cases logged and investigated during the quarter. This represents a **19%** decrease over the same period last year (542 unique cases) and a **6%** decrease against the 3 year rolling average (464 unique cases).

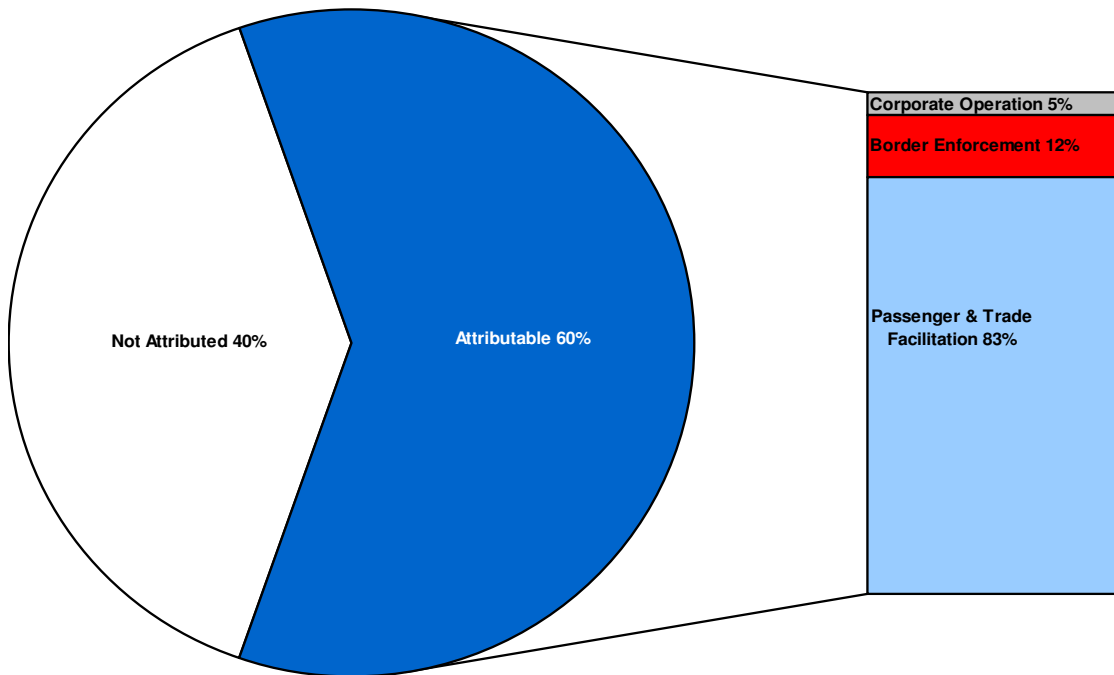
Customs and Border Protection



Attributable complaint cases accounted for 267² of the 438 cases logged and investigated. This represents a **35%** decrease over the same period last year (413 attributed cases) and a **25%** decrease over the rolling three year average (357 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

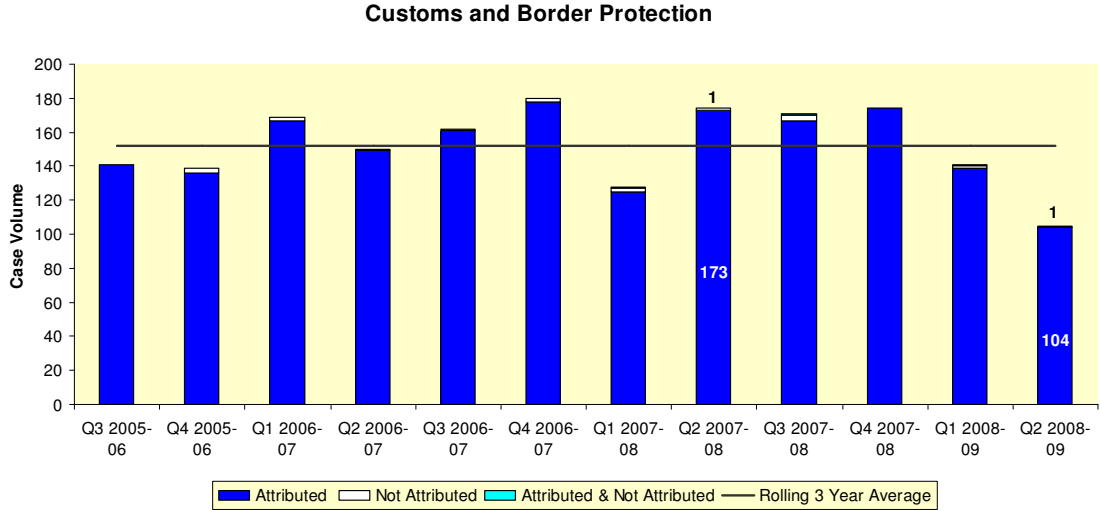


¹ 4 of the 438 cases are classified to both of the Attributed / Not attributed categories – These 4 cases are all counted as being classified to both Attributed (Customs and Border Protection) and Not Attributed (Not Customs and Border Protection) resulting in aggregation of the Attributed and Not Attributed totals being 442.

² As per footnote 1 four of the 267 cases are both Attributed and Not Attributed. Also 1 of the 267 cases is classified to 2 of the Programs – this 1 case is counted as being classified to both Passenger and Trade Facilitation Program and Border Enforcement Program resulting in an aggregation of all the Program totals being 268.

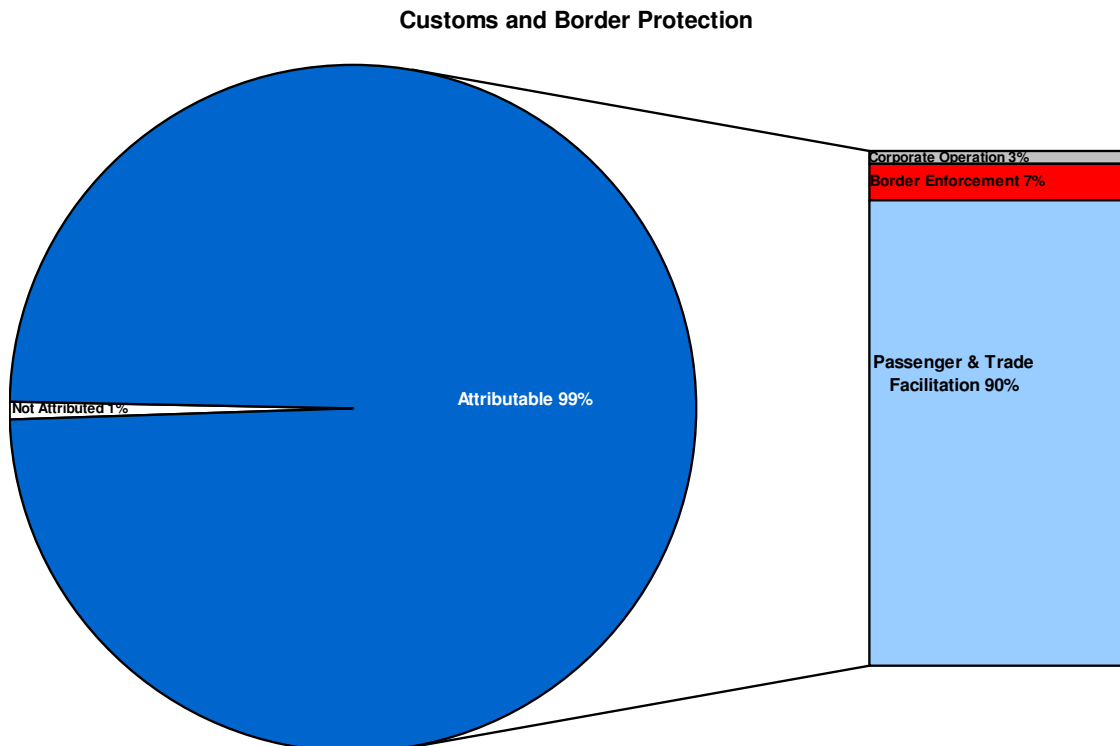
Compliments

There were 105 unique compliment cases logged and acknowledged during the quarter. This represents a **40%** decrease over the same period last year (174 unique cases) and a **31%** decrease against the 3 year rolling average (152 unique cases).



Attributable compliment cases account for 104 of the 105 cases logged and investigated. This represents a **40%** decrease over the same period last year (173 attributed cases) and a **31%** decrease over the rolling three year average (152 attributed cases).

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



Statistics³

Complaint Ratios for Q2 2008-09		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment ⁴	2.6:1	8%
Complaints to Air Movements ⁵	1:53,373	29%
Complaints to TEU ⁶ inspected ⁷		
1. CEF only ⁸	1. 1:2,310	1. 251%
2. ALL ⁹	2. 1:688	2. 107%
Complaints to Postal Articles inspected ¹⁰	1:406,777	Not previously compiled
Complaints to Customs Information and Support Centre (CI&SC) contacts ¹¹	1:8497	157%

Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer was rude	57	28	-51%
Unhappy about 30 minute rule (TRS)	8	17	113%
Didn't expect duty/tax	45	16	-64%
Queue delay	9	13	44%
I didn't like the questions	11	11	0%

Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	61	32	-48%
Officer/s was professional	27	25	-7%
Appreciated assistance	36	24	-33%
Officer/s was informative	21	16	-24%
Process was efficient	13	15	15%

3

All Statistics are based on Attributed cases only.

4

All Attributed complaints cases to All Attributed Compliment cases.

5

All Air movements (Passenger & Crew) to All Attributed complaints occurring in Airports.

6

Twenty-foot Equivalent Units.

7

Sea Cargo related complaints to total TEU (see footnote 6) inspected at Container Examination Facilities (CEF) nationally.

8

All Container Examination Facilities Sea Cargo related complaints to total TEU (see footnote 6) inspected at Container Examination Facilities (CEF) nationally.

9

All Sea Cargo related complaints (Cargo Division & Intelligence and Targeting Division) to total TEU (see footnote 6) inspected at Container Examination Facilities (CEF) nationally.

10

All Postal Operations complaints to Postal Operations inspections of Postal Articles.

11

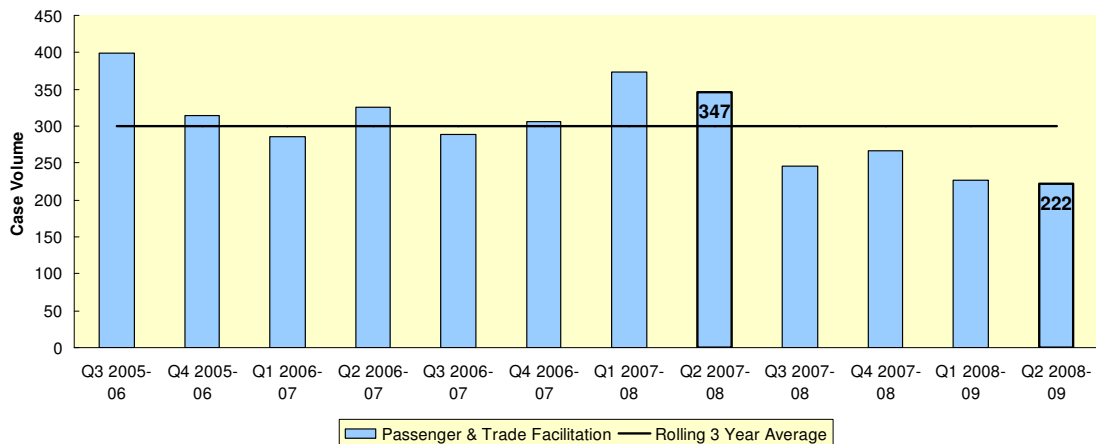
All CI&SC related complaints to CI&SC contacts.

Passenger & Trade Facilitation

Complaints

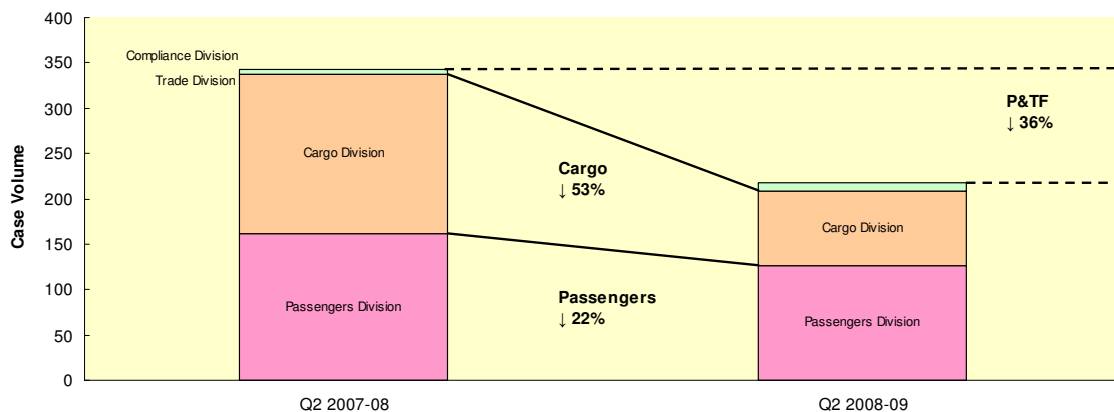
There were 222¹² complaint cases logged and investigated during the quarter. This represents a **36%** decrease over the same period last year (347 cases) and a **26%** decrease against the 3 year rolling average (300 cases).

Passenger & Trade Facilitation



The reduction in complaint cases for the Passenger & Trade Facilitation program (**36%**) can be explained by a reduction in cases attributed to the Passengers (**22%**) and Cargo Divisions (**53%**).

Passenger & Trade Facilitation



Case Volume			
Division	Q2 2007-08	Q2 2008-09	Variance
Passengers Division	161	126	-22%
Cargo Division	176	83	-53%
Trade Division	6	8	33%
Compliance Division	5	6	20%
Total	348	223¹³	-36%

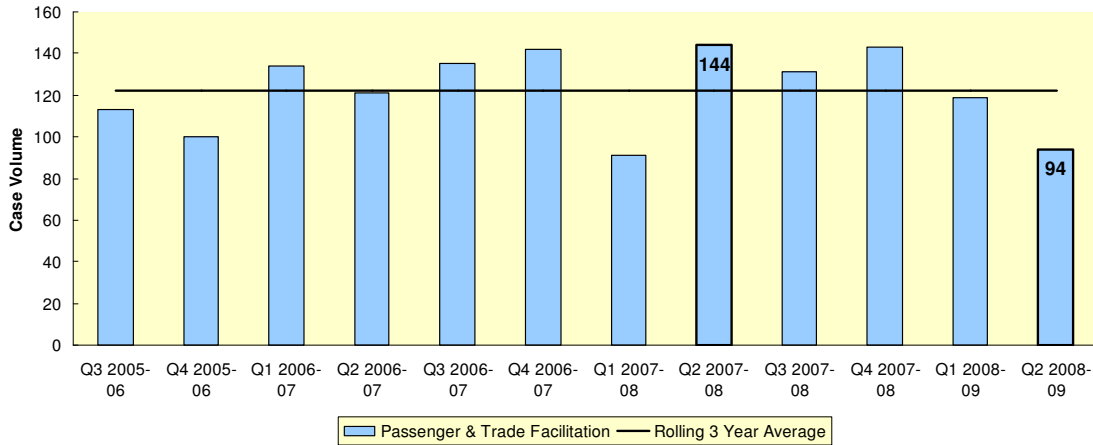
¹² As per footnote 2 one of these 222 cases is also counted in the Border Enforcement Program total. Further 1 case of the 222 cases is also classified to 2 of the Divisions - this 1 case is counted as being classified to both Passengers Division and Cargo Division resulting in an aggregation of all the Division totals being 223.

¹³ See footnote 12.

Compliments

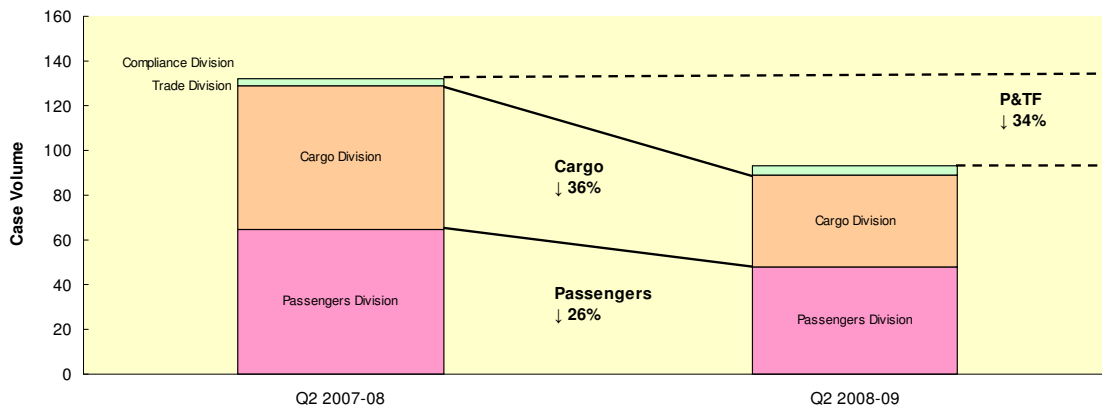
There were 94¹⁴ compliment cases logged and acknowledged during the quarter. This represents a **35%¹⁵** decrease over the same period last year (144 cases) and a **23%** decrease against the 3 year rolling average (122 cases).

Passenger & Trade Facilitation



The reduction in compliment cases for the Passenger & Trade Facilitation program (**34%¹⁶**) can be explained by a reduction in cases attributed to the Passengers (**26%**) and Cargo Divisions (**36%**).

Passenger & Trade Facilitation



Case Volume			
Division	Q2 2007-08	Q2 2008-09	Variance
Passengers Division	65	48	-26%
Cargo Division	64	41	-36%
Compliance Division	3	4	33%
Trade Division	12	2	-83%
Total	144	95	-34%

¹⁴ 1 of the 94 cases is classified to 2 of the Divisions - this 1 case is counted as being classified to both Cargo Division and Trade Division resulting in an aggregation of all the Division totals being 95.

¹⁵ 34% when based on the Passenger and Trade Facilitation non aggregated total which is 94 cases (see footnote 14)

¹⁶ 35% when based on the aggregated Divisional total which is 95 cases (see footnote 14)

Key Issues

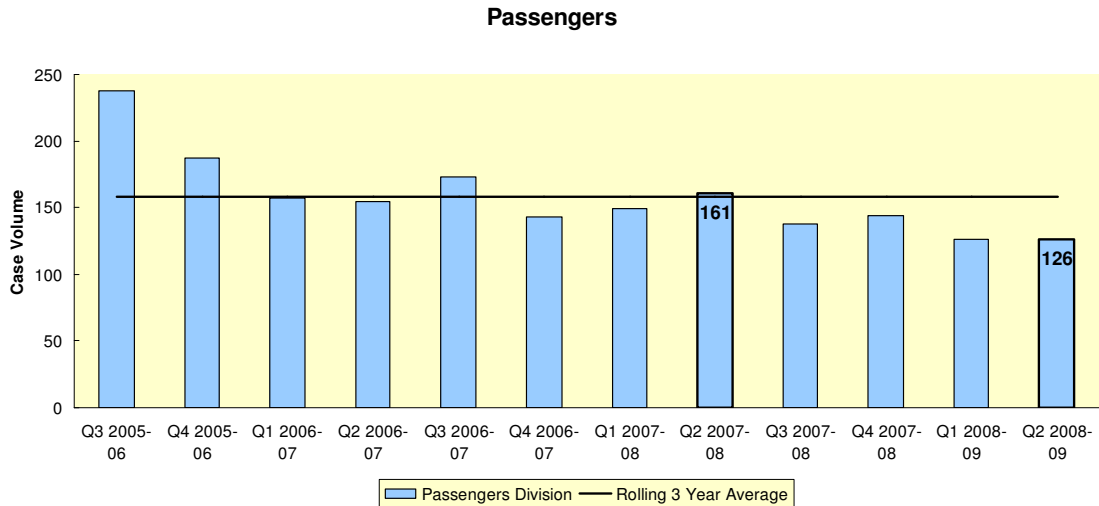
Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer was rude	57	36	-37%
Didn't expect duty/tax	45	32	-29%
Didn't expect fees	29	18	-38%
Unhappy about 30 minute rule (TRS)	8	17	113%
Process took too long	52	16	-69%

Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	59	27	-54%
Appreciated assistance	18	22	22%
Officer/s was professional	25	21	-16%
Officer/s was informative	19	16	-16%
Process was efficient	10	15	50%

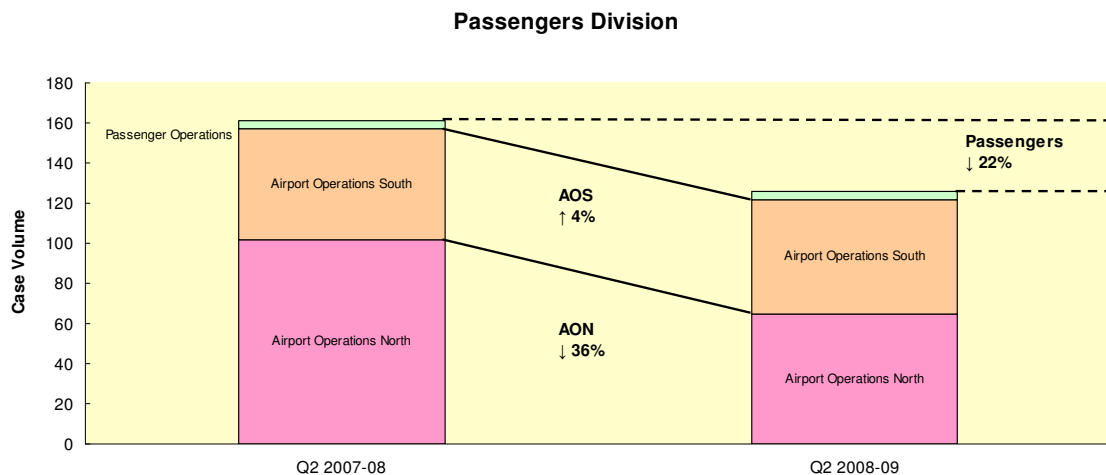
Passengers Division

Complaints

There were 126 complaint cases logged and investigated during the quarter. This represents a **22%** decrease over the same period last year (161 cases) and a **20%** decrease against the 3 year rolling average (158 cases).



The reduction in complaint cases for Passengers Division (**22%**) can be explained by a reduction in cases attributed to the Airport Operations North Branch (**36%**).

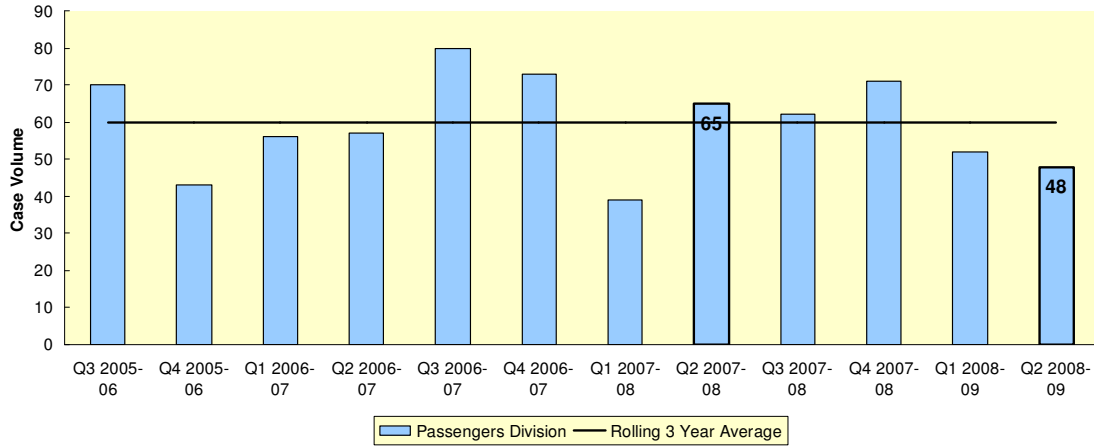


Case Volume			
Branch	Q2 2007-08	Q2 2008-09	Variance
Airport Operations North	102	65	-36%
Airport Operations South	55	57	4%
Passenger Operations	4	4	0%
Total	161	126	-22%

Compliments

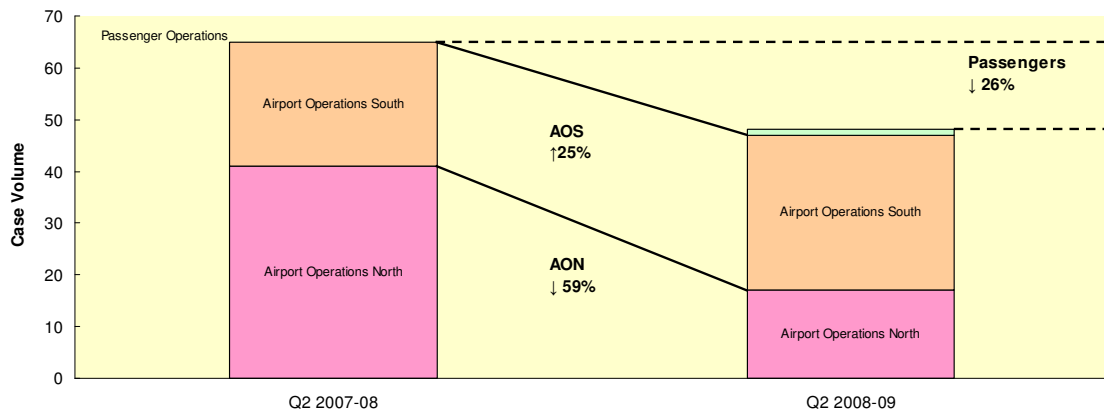
There were 48 compliment cases logged and acknowledged during the quarter. This represents a **26%** decrease over the same period last year (65 cases) and a **20%** decrease against the 3 year rolling average (60 cases).

Passengers



The reduction in compliment cases for Passengers Division (**26%**) can be explained by a reduction in cases attributed to the Airport Operations North Branch (**59%**).

Passengers



Case Volume			
Branch	Q2 2007-08	Q2 2008-09	Variance
Airport Operations South	24	30	25%
Airport Operations North	41	17	-59%
Passenger Operations	0	1	-
Total	65	48	-26%

Statistics

Airport Complaints for Q2 2008 - 09				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Gold Coast	1	57,607	59,092	116,699
Airport Operations Sydney	42	1,426,092	1,390,016	67,050
Airport Operations Brisbane	19	544,002	557,715	57,985
Airport Operations Perth	14	374,739	355,917	52,190
Airport Operations Melbourne	38	667,039	659,451	34,908
Airport Operations Darwin	3	41,496	47,711	29,736
Airport Operations Adelaide	5	70,627	63,683	26,862
Airport Operations Cairns	0	90,335	86,394	N/A
Other	0	9,805	9,790	N/A
Total	122	3,281,742	3,229,769	53,373

Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer was rude	38	28	-26%
Unhappy about 30 minute rule (TRS)	8	17	113%
Didn't expect duty/tax	28	16	-43%
Queue delay	9	13	44%
I didn't like the questions	11	11	0%

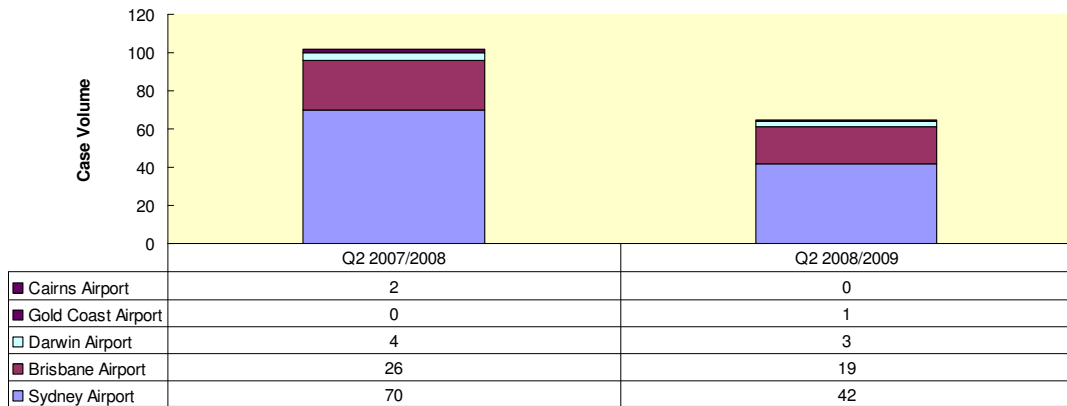
Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Appreciated assistance	16	20	25%
Officer/s was professional	12	9	-25%
Process was efficient	3	9	200%
Officer/s was helpful	13	7	-46%
Officer/s was friendly	14	4	-71%

Airport Operations North Branch

Complaints

There were 65 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **36%** against the same period last year (102 cases).

Airport Operations North

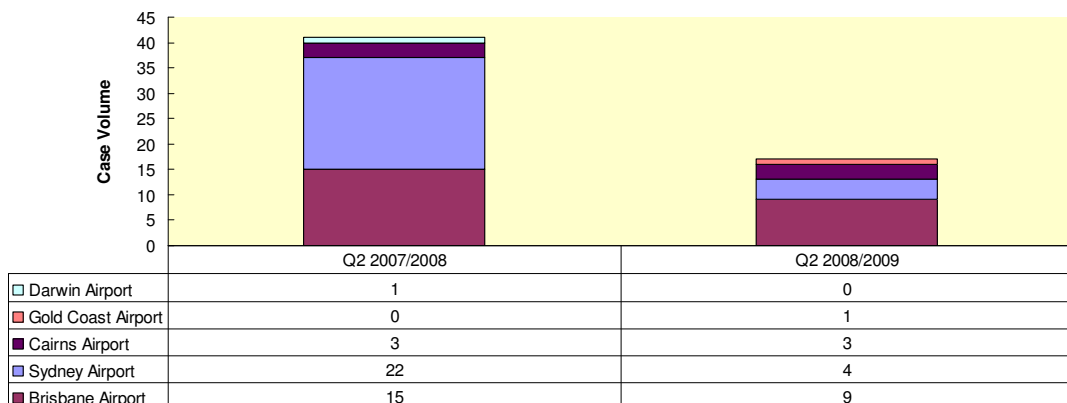


Key complaint issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer was rude	26	14	-46%
Unhappy about 30 minute rule (TRS)	7	10	43%
Queue delay	9	9	0%
Didn't expect duty/tax	14	6	-57%
Always searched	5	5	0%

Compliments

There were 17 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **59%** against the same period last year (41 cases).

Airport Operations North



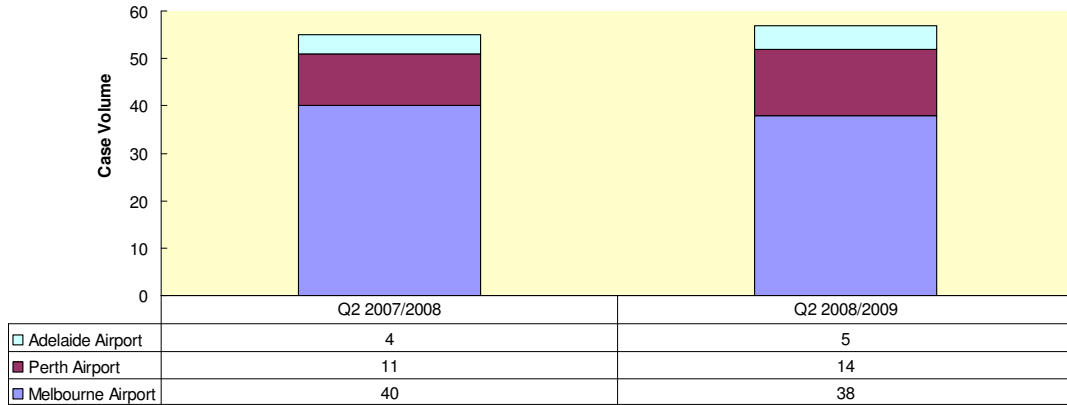
Key compliment issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Appreciated assistance	12	4	-67%
Officer/s was professional	6	4	-33%
Officer/s was friendly	10	4	-60%
Process was efficient	1	3	200%
Officer/s was helpful	9	2	-78%

Airport Operations South Branch

Complaints

There were 57 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are only **4%** up on the same period last year (55 cases).

Airport Operations South

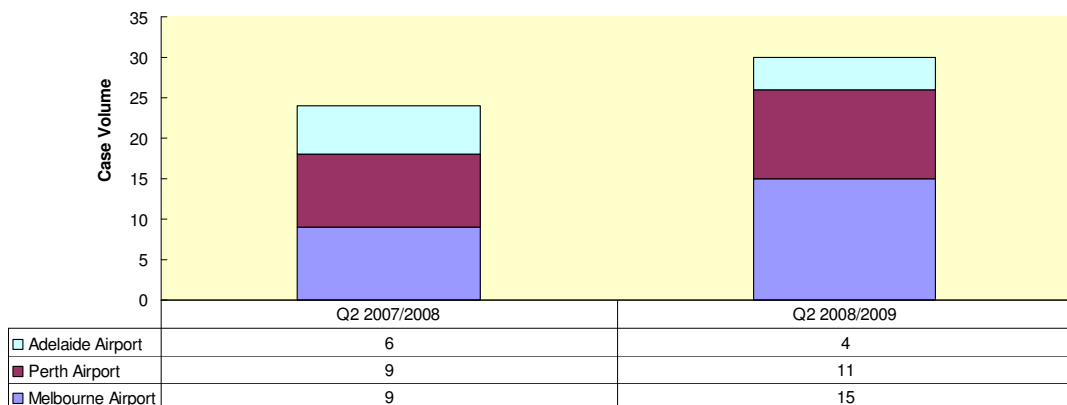


Key complaint issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer was rude	12	14	17%
Didn't expect duty/tax	14	10	-29%
Unhappy about 30 minute rule (TRS)	1	7	600%
I didn't like the questions	5	7	40%
Queue delay	2	4	100%

Compliments

There were 30 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are up **25%** against the same period last year (24 cases).

Airport Operations South



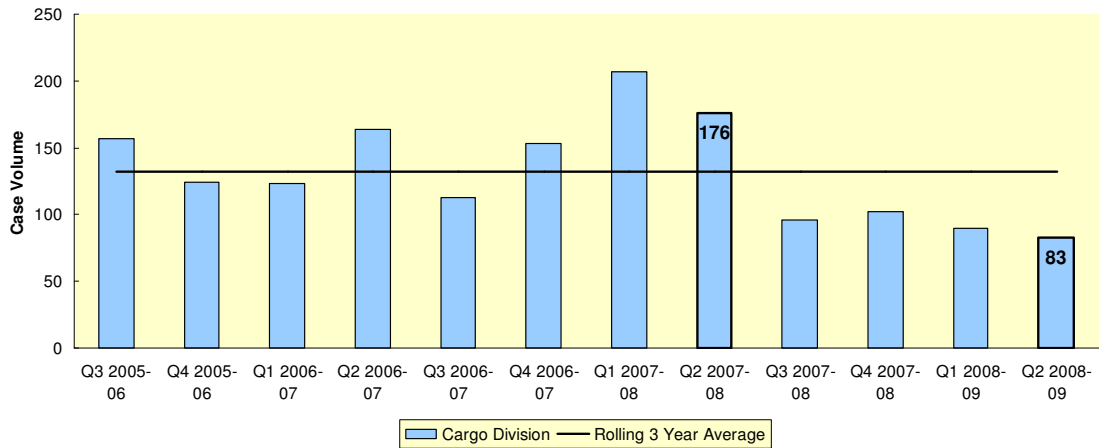
Key compliment issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Appreciated assistance	4	16	300%
Process was efficient	2	6	200%
Officer/s was professional	6	5	-17%
Officer/s was helpful	4	4	0%
Officer/s was informative	2	2	0%

Cargo Division

Complaints

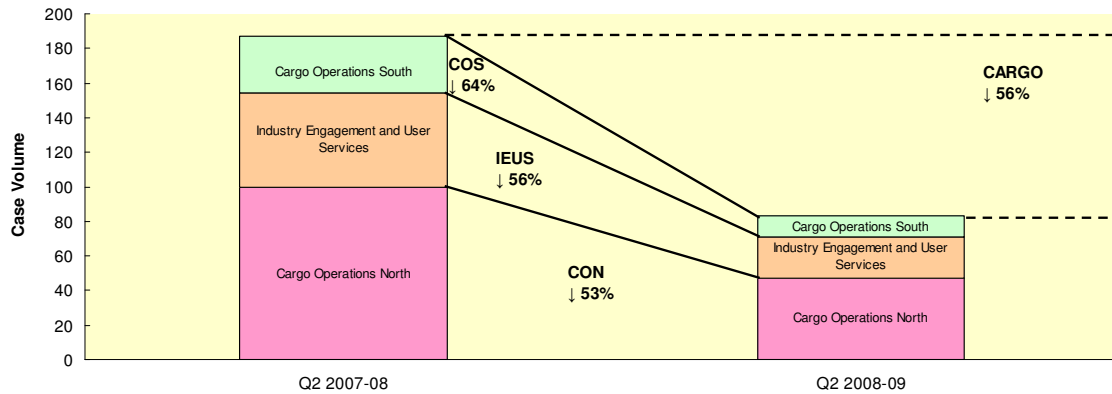
There were 83 complaint cases logged and investigated during the quarter. This represents a **56%** decrease over the same period last year (176 cases) and a **37%** decrease against the 3 year rolling average (132 cases).

Cargo



The reduction in complaint cases for Cargo Division (**56%**) can be explained by a reduction in cases across all branches.

Cargo

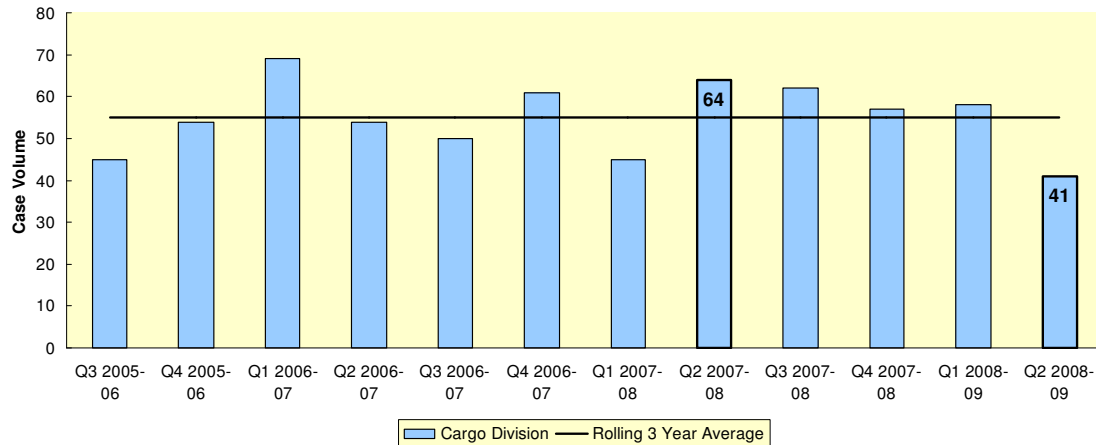


Case Volume			
Branch	Q2 2007-08	Q2 2008-09	Variance
Cargo Operations North	100	47	-53%
Industry Engagement and User Services	54	24	-56%
Cargo Operations South	33	12	-64%
Total	187	83	-56%

Compliments

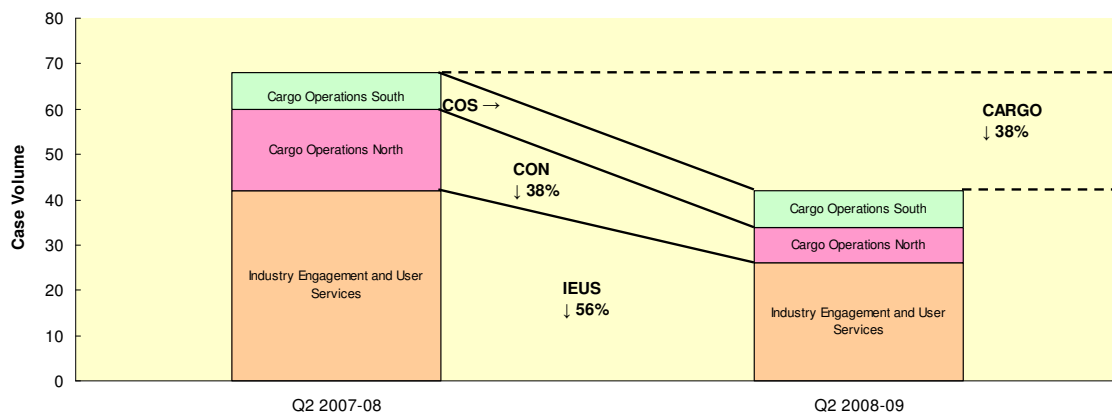
There were 41¹⁷ compliment cases logged and acknowledged during the quarter. This represents a **36%** decrease over the same period last year (64 cases) and a **25%** decrease against the 3 year rolling average (55 cases).

Cargo



The reduction in compliment cases for Cargo Division (**38%**) can be explained by a reduction in cases attributed to the Cargo Operations North Branch (**38%**) and Industry Engagement and User Services (IEUS) Branch (**56%**).

Cargo



Case Volume			
Branch	Q2 2007-08	Q2 2008-09	Variance
Cargo Operations North	42	26	-38%
Industry Engagement and User Services	18	8	-56%
Cargo Operations South	8	8	0%
Total	68	42	-38%

¹⁷

As per footnote 14 one of these 41 cases is also counted in the Trade Division total. Further 1 of the 41 cases is also classified to 2 of the Branches - this 1 case is counted as being classified to both Cargo Operations North Branch and Industry Engagement and User Services Branch resulting in an aggregation of all the Branch totals being 42

Statistics

Combined Cargo Operations North and South - Container Examination Facility (CEF) related Complaints			
CEF Location	Complaints	TEU Inspected	TEU inspected per Complaint
Melbourne	2	9,614	4,807
Brisbane	2	8,835	4,418
Sydney	7	8,637	1,234
Adelaide	1	405	405
Darwin	2	28	14
Fremantle	0	4,825	N/A
Total	14	32,344	2,310

IEUS Branch - CI&SC related Complaints						
Month	Complaints	Phone Contacts	Email Contacts	Fax Contacts	Total Contacts	Number of Contacts for Every Complaint
October	2	35,211	4,780	71	40062	20,031
November	2	32,082	2,902	32	35016	17,508
December	9	32,475	2,894	19	35388	3,932
Total	13	99,768	10,576	122	110,466	8,497

Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Didn't expect fees	26	15	-42%
Didn't expect duty/tax	17	14	-18%
Process took too long	50	13	-74%
Officer was rude	18	8	-56%
I got the run-around	13	7	-46%

Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	42	20	-52%
Officer/s was informative	9	11	22%
Officer/s was professional	12	11	-8%
Process was efficient	5	5	0%
Officer/s was friendly	8	5	-38%

Cargo Operations North Branch

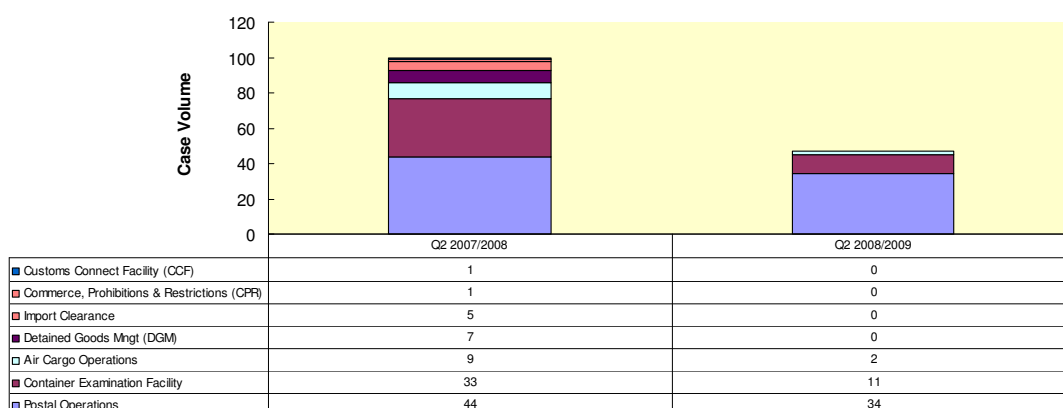
Complaints

There were 47 complaint cases attributable to Cargo Operations North branch during the quarter.

The complaints this quarter are down **53%** on the same period last year (100 cases).

The main reductions were in Container Examination Facility down **67%**, Postal Operations down **23%** and Air Cargo Operations down **78%**.

Cargo Operations North



Key complaint issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Process took too long	28	11	-61%
Didn't expect duty/tax	14	9	-36%
Didn't expect fees	16	9	-44%
Goods were damaged	15	5	-67%
Unhappy with selection	3	5	67%

Compliments

There were 8¹⁸ compliment cases attributable to Cargo Operations North Branch during the quarter.

The compliments this quarter are down **56%** on the same period last year (18 cases).

The main reductions were in Air Cargo Operations and Postal Operations.

Key compliment issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	11	2	-82%
Officer/s was professional	2	3	50%
Appreciated assistance	1	1	0%
Officer/s was efficient	1	1	0%
Process was efficient	2	1	-50%

Cargo Operations South Branch

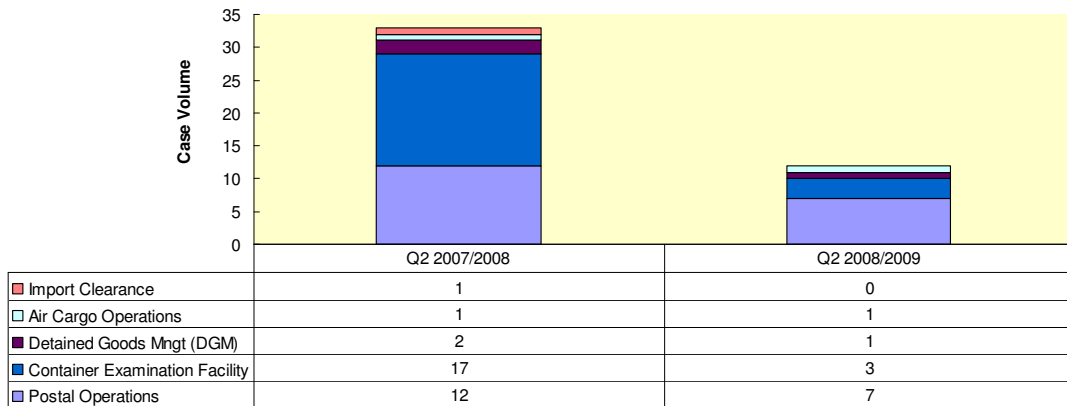
Complaints

There were 12 complaint cases attributable to Cargo Operations South Branch during the quarter.

The complaints this quarter are down **64%** on the same period last year (33 cases).

The main reductions were in Container Examination Facility down **82%** and Postal Operations down **42%**.

Cargo Operations South



Key complaint issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Didn't expect duty/tax	3	4	33%
Didn't expect fees	6	2	-67%
Process took too long	14	1	-93%
Goods were damaged	2	1	-50%
Pre-emptive	1	1	0%

Compliments

There were 8 compliment cases attributable to Cargo Operations South Branch during the quarter.

The compliments this quarter are no change on the same period last year (8 cases).

Key compliment issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	5	6	20%
Officer/s was professional	2	1	-50%
Officer/s was friendly	0	1	-
Process was efficient	0	3	-
Officer/s was efficient	1	0	-100%

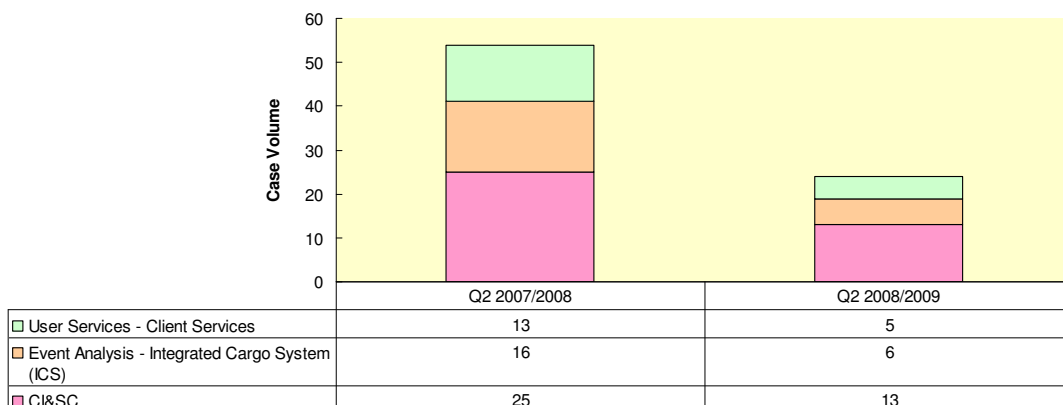
Industry Engagement & User Services (IEUS) Branch

Complaints

There were 24 complaint cases attributable to IEUS Branch during the quarter. The complaints this quarter are down **56%** on the same period last year (54 cases).

The reductions occurred in Event Analysis – ICS **63%**, User Services – Client Services **62%** and the Customs Information & Support Centre (CI&SC) **48%**.

Industry Engagement & User Services

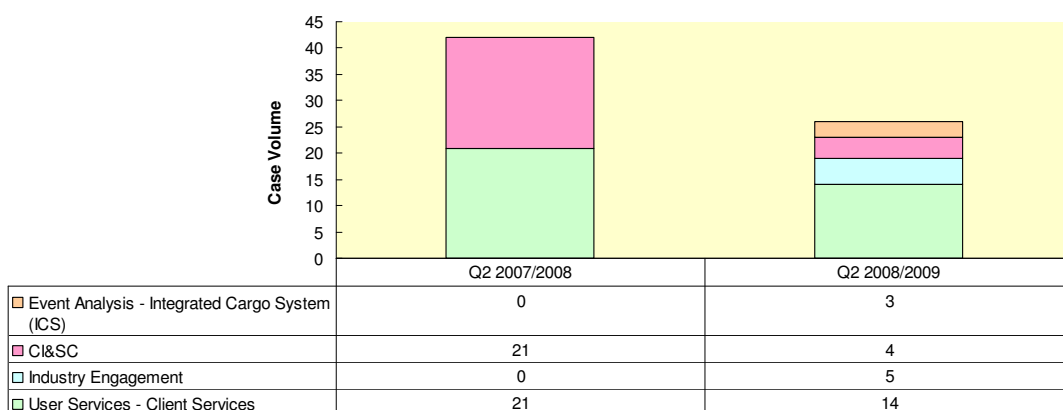


Key complaint issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer was rude	16	7	-56%
I got the run-around	9	5	-44%
Didn't expect fees	4	4	0%
Misinformed by Customs	3	3	0%
Poor Design	1	2	100%

Compliments

There were 26¹⁹ compliment cases attributable to IEUS Branch during the quarter. The compliments this quarter are **38%** down on the same period last year (42 cases). The main reductions were in the CI&SC down **81%** and User Services – Client Services down **33%**.

Industry Engagement & User Services



Key compliment issues			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	27	12	-56%
Officer/s was informative	9	11	22%
Officer/s was professional	7	7	0%
Officer/s was friendly	8	4	-50%
Appreciated assistance	0	1	-

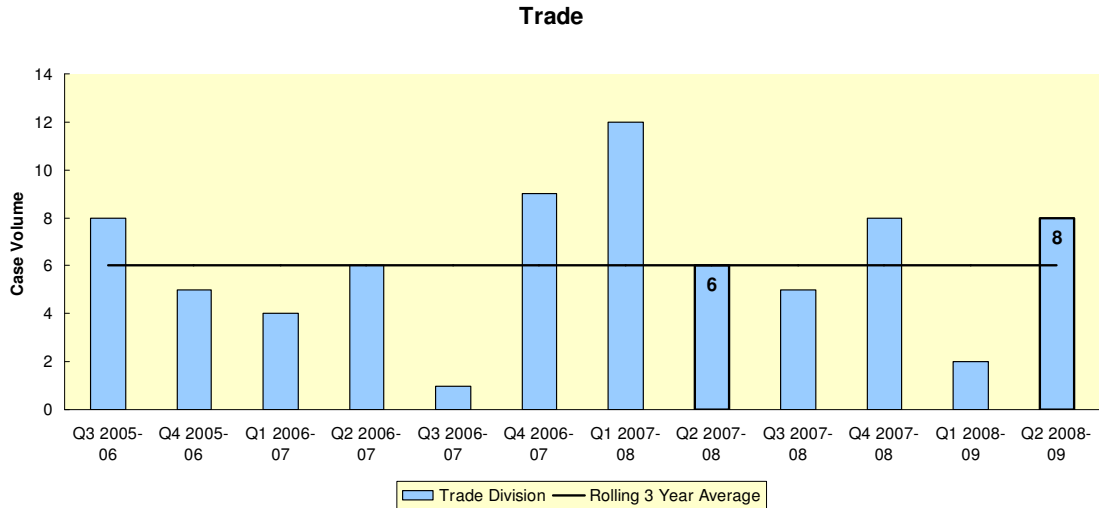
¹⁹

As per footnote 17 one of these 8 cases is also counted in the Cargo Operations North Branch total.

Trade Division

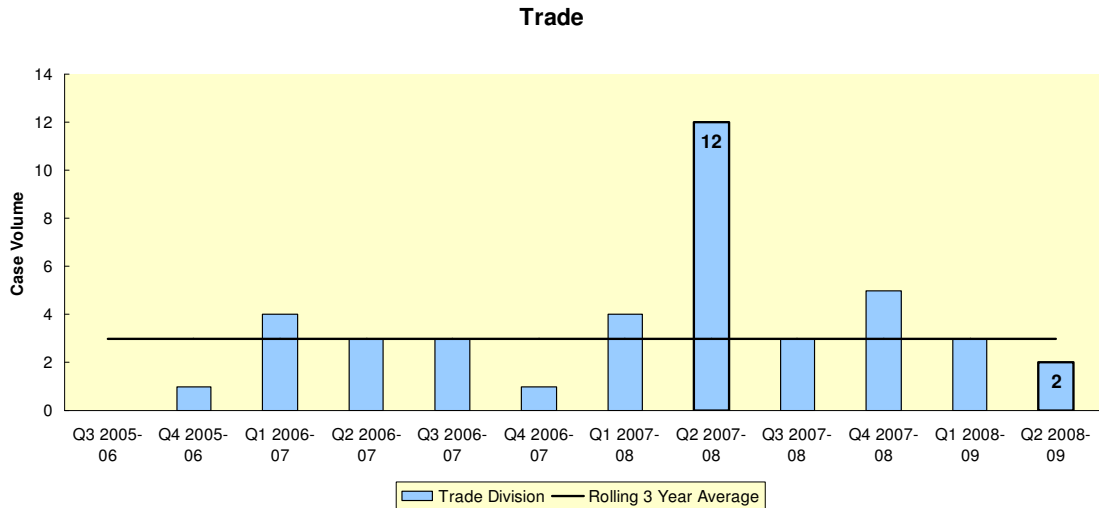
Complaints

There were 8 complaint cases logged and investigated during the quarter. This represents a **33%** increase over both the same period last year (6 cases) and the 3 year rolling average (6 cases).



Compliments

There were 2²⁰ compliment cases logged and acknowledged during the quarter. This represents an **83%** decrease over the same period last year (12 cases) and a **33%** decrease against the 3 year rolling average (3 cases).



²⁰ As per footnote 14 one of these 2 cases is also counted in the Cargo Division total.

Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Didn't expect fees	1	3	200%
Didn't expect duty/tax	0	2	-
I'm Not Happy with the Policy	2	2	0%
Unhappy with selection	0	1	-
Misinformed by Customs	0	1	-

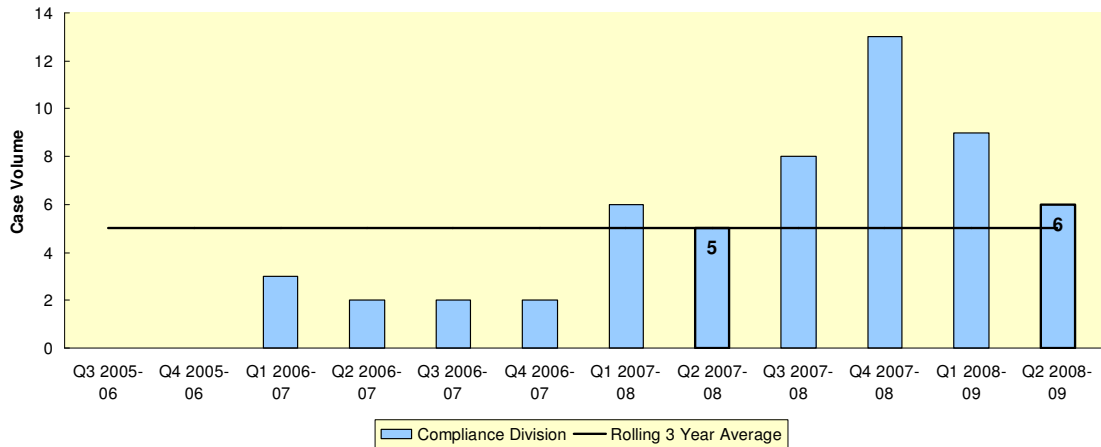
Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Process was efficient	2	2	0%
Officer/s was professional	0	1	-
Appreciated assistance	1	0	-100%
Officer/s was helpful	2	0	-100%
Officer/s was informative	7	0	-100%

Compliance Division

Complaints

There were 6 complaint cases logged and investigated during the quarter. This represents a **20%** increase over both the same period last year (5 cases) and the 3 year rolling average (5 cases).

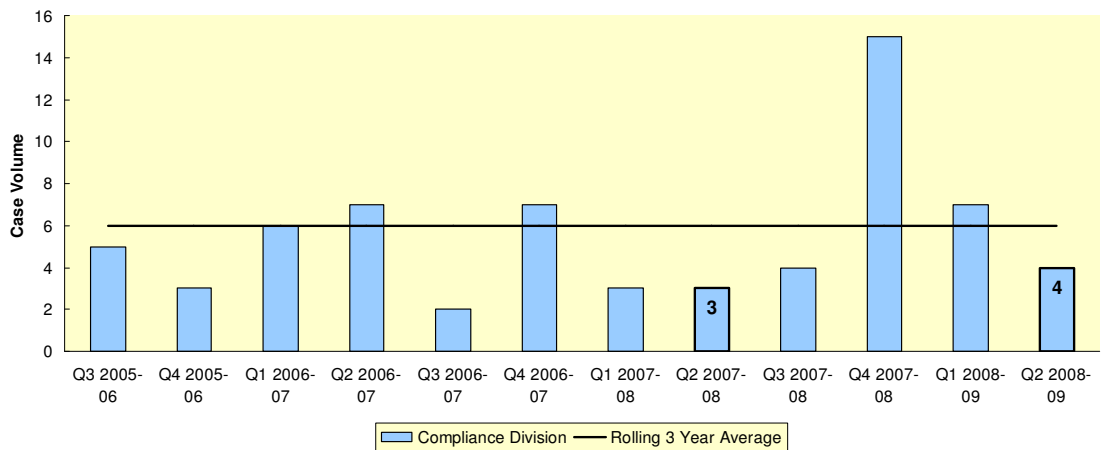
Compliance



Compliments

There were 4 compliment cases logged and acknowledged during the quarter. This represents a **33%** increase over the same period last year (3 cases) and a **33%** decrease against the 3 year rolling average (6 cases).

Compliance



Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Didn't expect fees	2	2	0%
Didn't expect duty/tax	0	1	-
I'm Not Happy with the Policy	0	1	-
Process took too long	1	1	0%
Always Held	0	1	-

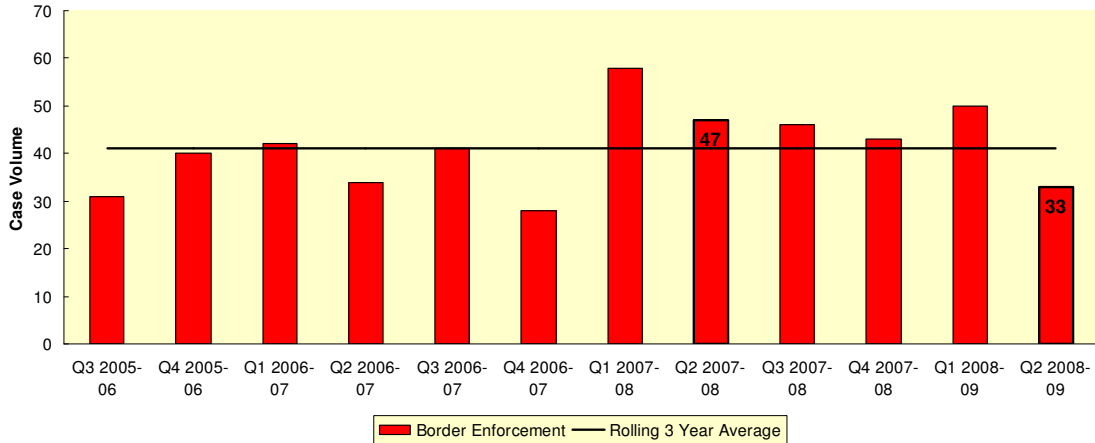
Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was informative	0	2	-
Appreciated assistance	0	1	-
Officer/s was professional	0	1	-
Officer/s was helpful	2	0	-100%
Officer/s was professional	1	0	-100%

Border Enforcement

Complaints

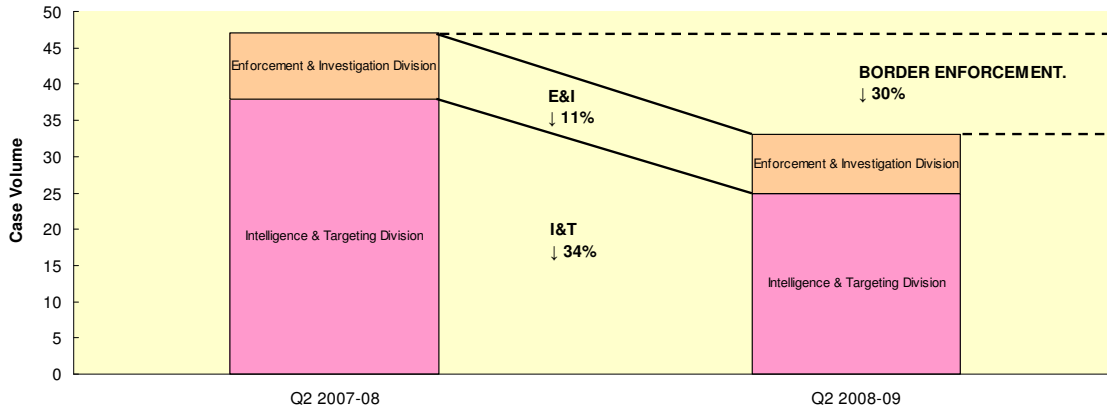
There were 33²¹ complaint cases logged and investigated during the quarter. This represents a **30%** decrease over the same period last year (47 cases) and a **20%** decrease against the 3 year rolling average (41 cases).

Border Enforcement



The reduction in complaint cases for Border Enforcement Program (**30%**) can be explained by a reduction in cases attributed to both Intelligence and Targeting Division (**34%**) and Enforcement and Investigation Division (**11%**)

Border Enforcement



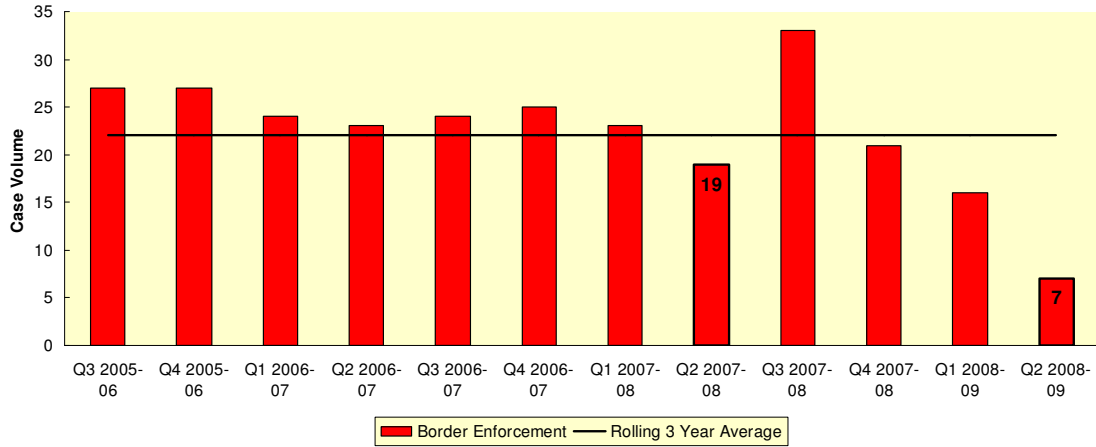
Case Volume			
Division	Q2 2007-08	Q2 2008-09	Variance
Intelligence & Targeting Division	38	25	-34%
Enforcement & Investigation Division	9	8	-11%
Total	47	33	-30%

²¹ As per footnote 2 one of these 33 cases is also counted in the Passenger and Trade Facilitation Program total

Compliments

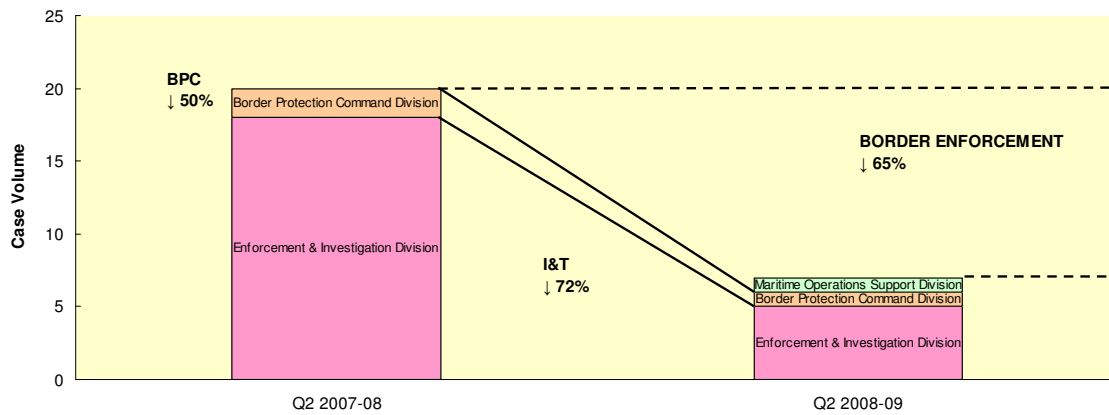
There were 7 compliment cases logged and acknowledged during the quarter. This represents a **65%** decrease over the same period last year (19 cases) and a **68%** decrease against the 3 year rolling average (22 cases).

Border Enforcement



The reduction in compliment cases for Border Enforcement Program (**65%**) can be explained by a reduction in cases attributed to both Enforcement and Investigation Division (**72%**), Border Protection Command Division (**50%**).

Border Enforcement



Case Volume			
Division	Q2 2007-08	Q2 2008-09	Variance
Enforcement & Investigation Division	18	5	-72%
Border Protection Command Division	2	1	-50%
Maritime Operations Support Division	0	1	-
Total	20	7	65%

Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Always Held	15	13	-13%
Didn't expect fees	8	11	38%
Unhappy with selection	0	2	-
Process took too long	7	1	-86%
Process not explained	1	1	0%

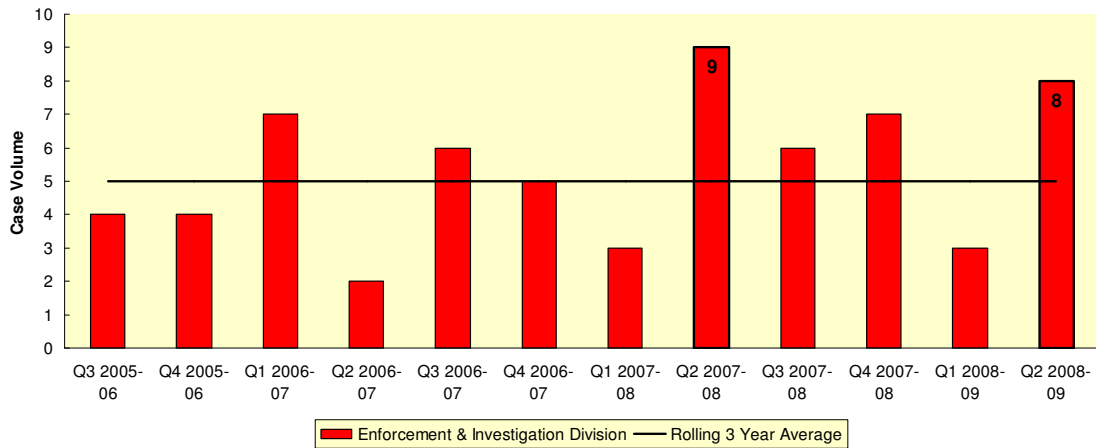
Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	1	3	200%
Officer/s was professional	1	3	200%
Officer/s was efficient	1	1	0%
Officer/s was friendly	0	1	-
Other	2	1	-50%

Enforcement & Investigation Division

Complaints

There were 8 complaint cases logged and investigated during the quarter. This represents an **11%** decrease over the same period last year (9 cases) and a **60%** increase against the 3 year rolling average (5 cases).

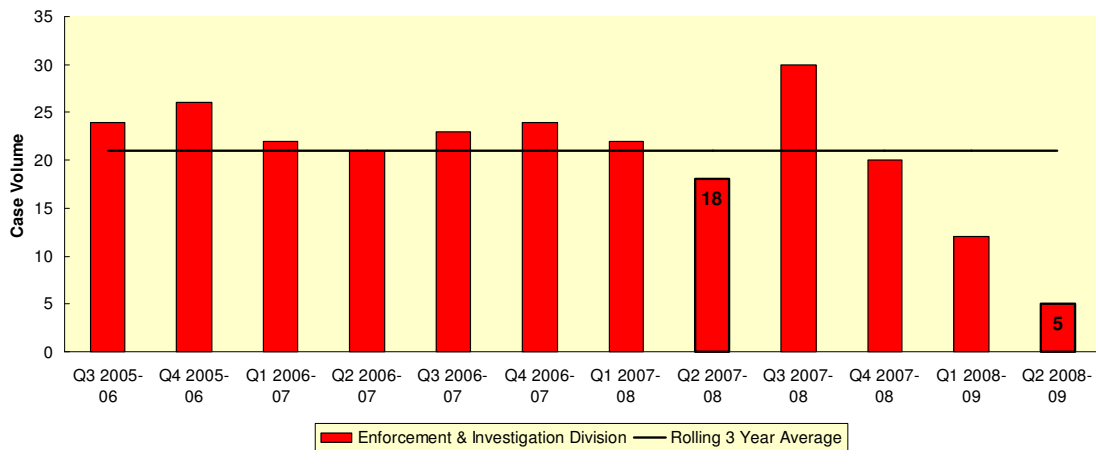
Enforcement & Investigation



Compliments

There were 5 compliment cases logged and acknowledged during the quarter. This represents a **72%** decrease over the same period last year (18 cases) and a **76%** decrease against the 3 year rolling average (21 cases).

Enforcement & Investigation



Key Issues

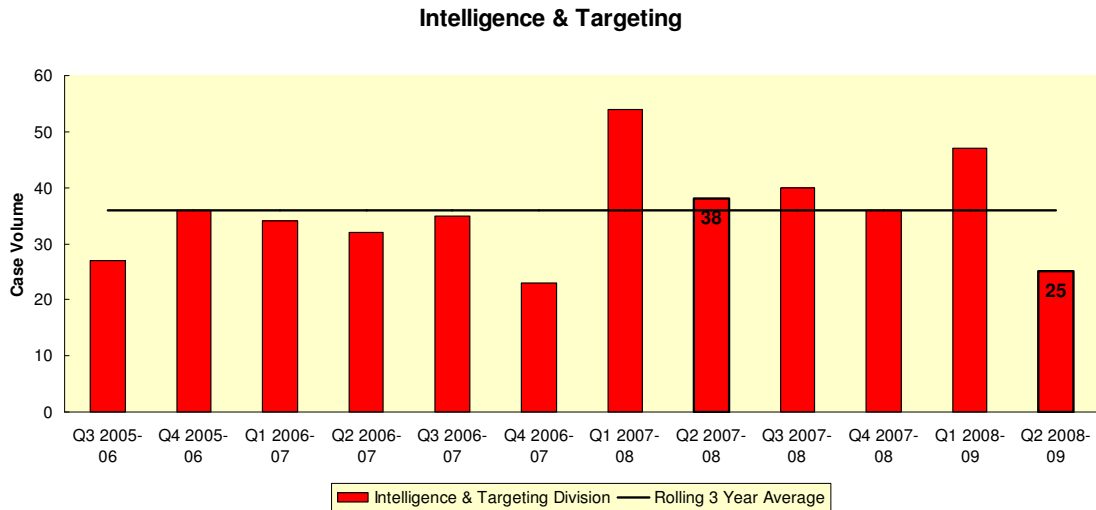
Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
I'm Not Happy with the Policy	0	2	-
Examination too thorough	0	1	-
Goods were seized	0	1	-
Officer was rude	0	1	-
Process not explained	0	1	-

Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	1	3	200%
Officer/s was professional	1	3	200%
Officer/s was efficient	1	1	0%
Officer/s was friendly	0	1	-
Other	2	1	-50%

Intelligence & Targeting Division

Complaints

There were 25 complaint cases logged and investigated during the quarter. This represents a **34%** decrease over the same period last year (38 cases) and a **31%** decrease against the 3 year rolling average (36 cases).



Compliments

There were 0 compliment cases attributable to Intelligence & Targeting Division during the quarter.

Key Issues

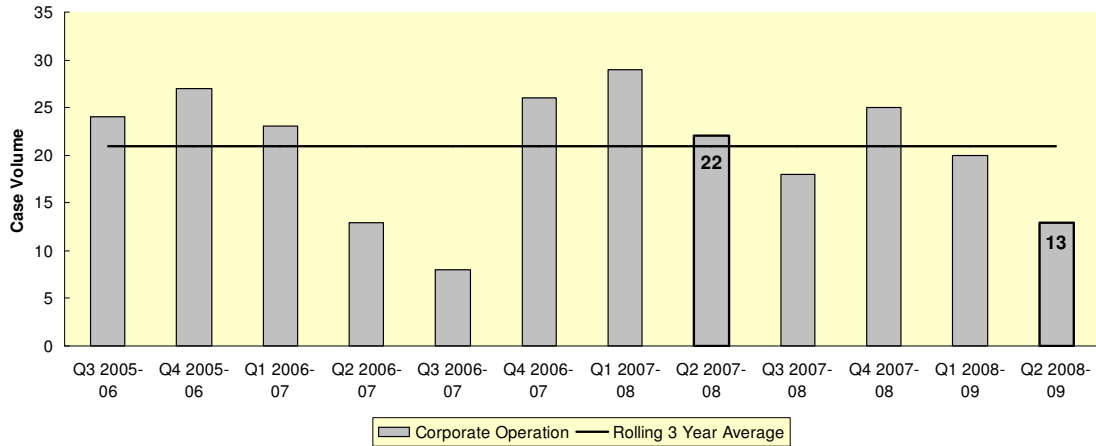
Issue	Complaint		Variance
	Q2 2007-08	Q2 2008-09	
Always Held	15	13	-13%
Didn't expect fees	8	11	38%
Unhappy with selection	0	1	-
Process took too long	7	0	-100%
I'm Not Happy with the Policy	1	0	-100%

Corporate Operation

Complaints

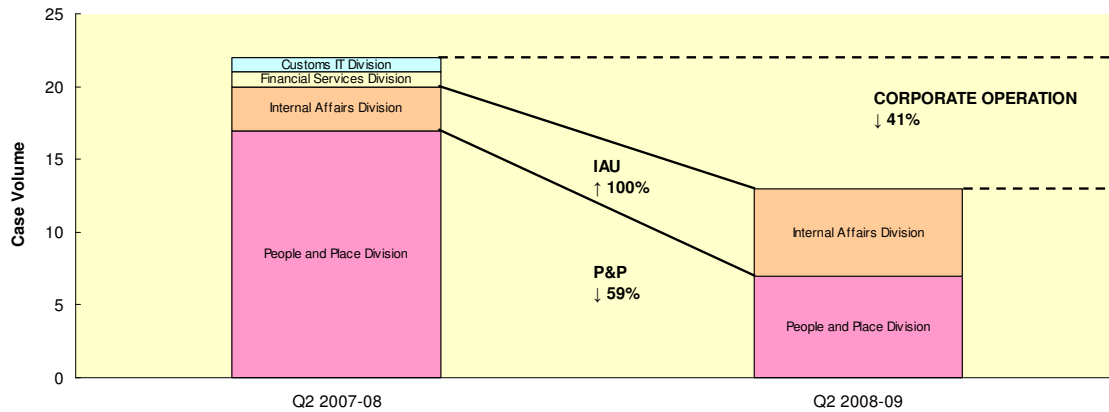
There were 13 complaint cases logged and investigated during the quarter. This represents a **41%** decrease over the same period last year (22 cases) and a **38%** decrease against the 3 year rolling average (21 cases).

Corporate Operation



The reduction in complaint cases for Corporate Operation Program (**41%**) can be explained by a reduction in cases attributed to People and Place Division (**59%**).

Corporate Operation

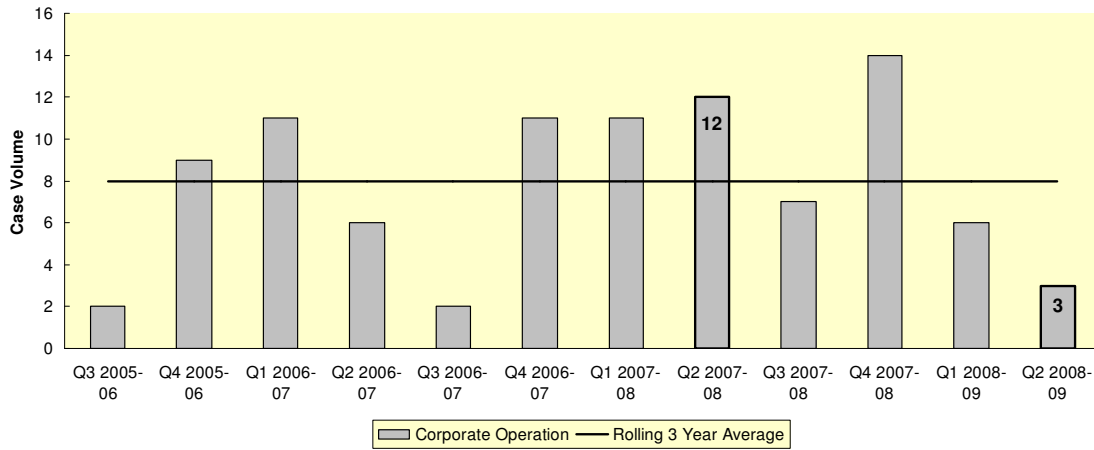


Case Volume			
Division	Q2 2007-08	Q2 2008-09	Variance
People & Place Division	17	7	-59%
Internal Affairs Division	3	6	100%
Financial Services Division	1	0	-100%
Customs IT Division	1	0	-100%
Total	20	7	-41%

Compliments

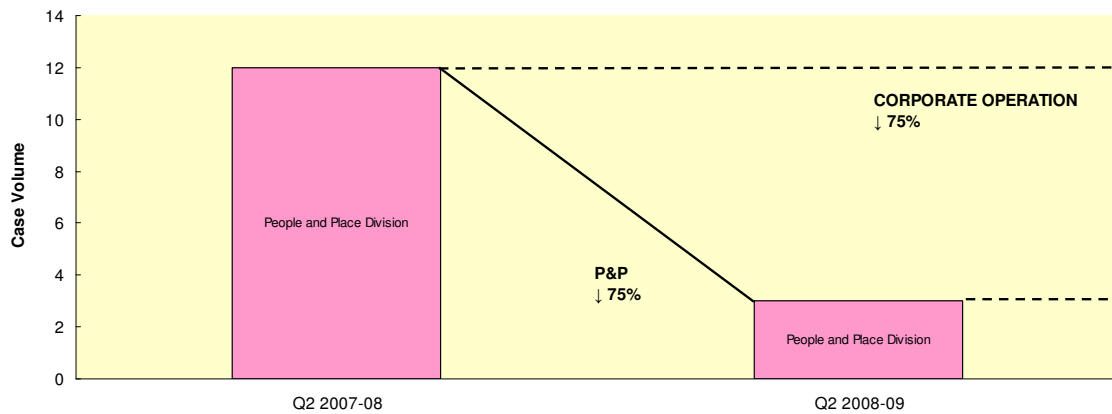
There were 3 compliment cases logged and acknowledged during the quarter. This represents a **75%** decrease over the same period last year (12 cases) and a **63%** decrease against the 3 year rolling average (8 cases).

Corporate Operation



The reduction in compliment cases for Corporate Operation Program (**75%**) can be explained by a reduction in cases attributed to People and Place Division (**75%**).

Corporate Operation



Financial Services, Customs IT and International Divisions did not have compliments attributed to them this quarter or during the same period last year.

Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Goods were missing	1	3	200%
Conduct of Officer using a Customs vehicle	0	2	-
Other	3	2	-33%
Unhappy about process	8	2	-75%
Believe breach of privacy has occurred	0	1	-

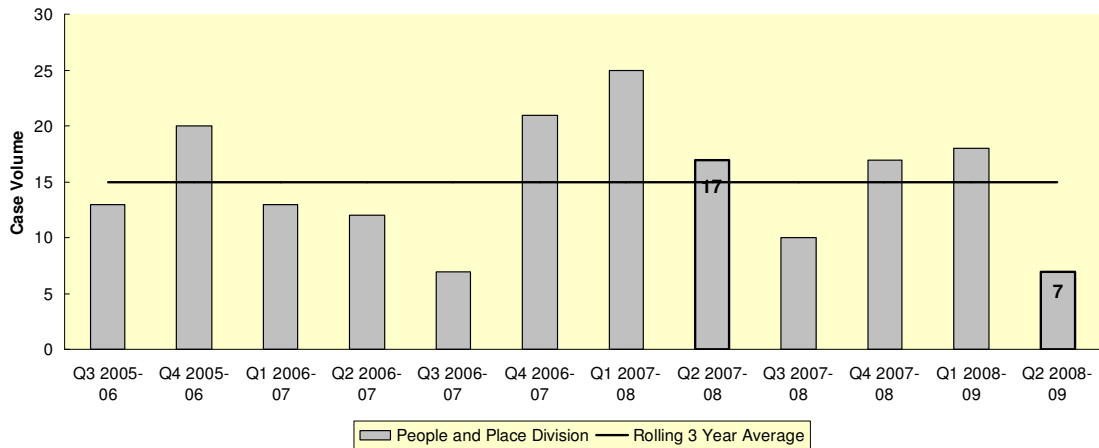
Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	1	2	100%
Easy to use	3	1	-67%
Appreciated assistance	4	0	-100%
Officer/s was informative	2	0	-100%
Officer/s was Professional	2	0	-100%

People and Place Division

Complaints

There were 7 complaint cases logged and investigated during the quarter. This represents a **59%** decrease over the same period last year (17 cases) and a **53%** decrease against the 3 year rolling average (15 cases).

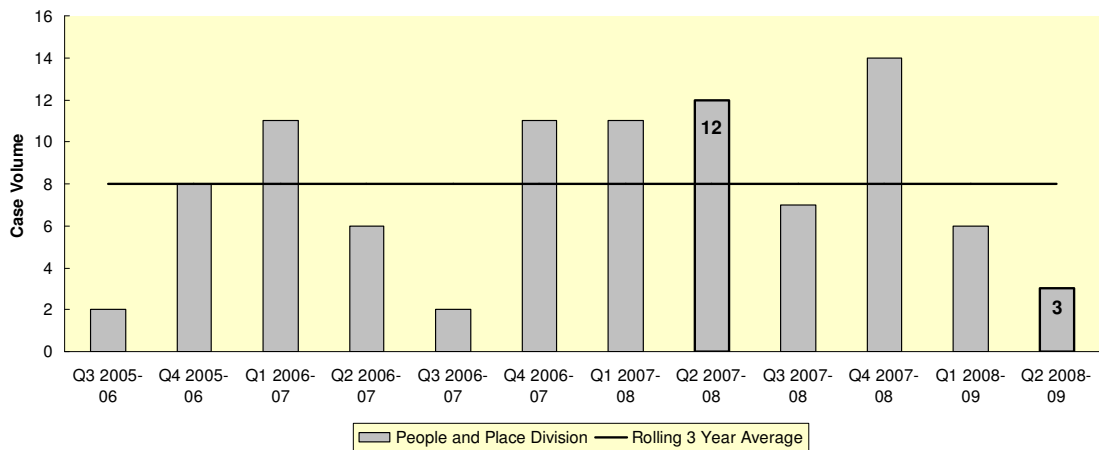
People and Place



Compliments

There were 3 compliment cases logged and acknowledge during the quarter. This represents a **75%** decrease over the same period last year (12 cases) and a **63%** decrease against the 3 year rolling average (8 cases).

People and Place



Key Issues

Complaint			
Issue	Q2 2007-08	Q2 2008-09	Variance
Conduct of Officer using a Customs vehicle	0	2	-
Other	0	2	-
Unhappy about process	8	1	-88%
'Border Security'	4	1	-75%
Officer was rude	0	1	-

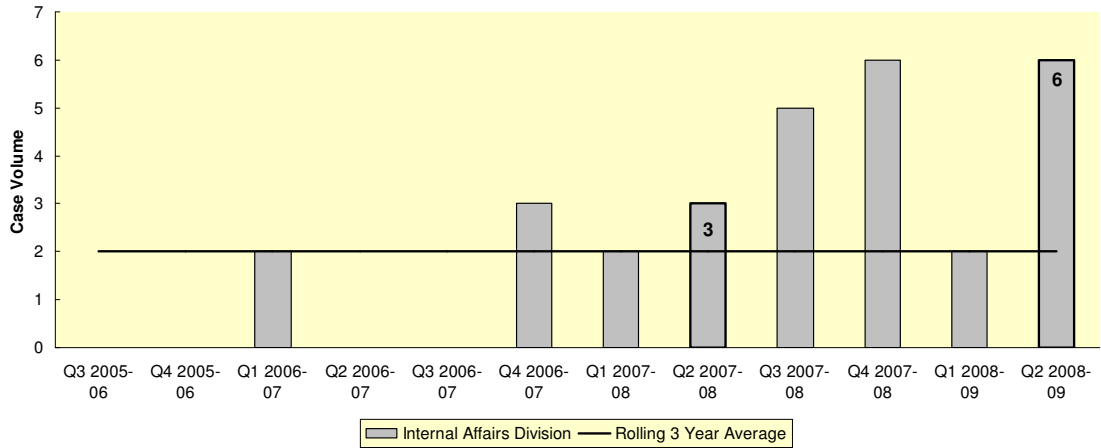
Compliment			
Issue	Q2 2007-08	Q2 2008-09	Variance
Officer/s was helpful	1	2	100%
Easy to use	3	1	-67%
Appreciated assistance	4	0	-100%
Officer/s was informative	2	0	-100%
Officer/s was Professional	2	0	-100%

Internal Affairs Division

Complaints

There were 6 complaint cases referred to Internal Affairs during the quarter. This represents a **100%** increase over the same period last year (3 cases) and a **200%** increase against the 3 year rolling average (2 cases).

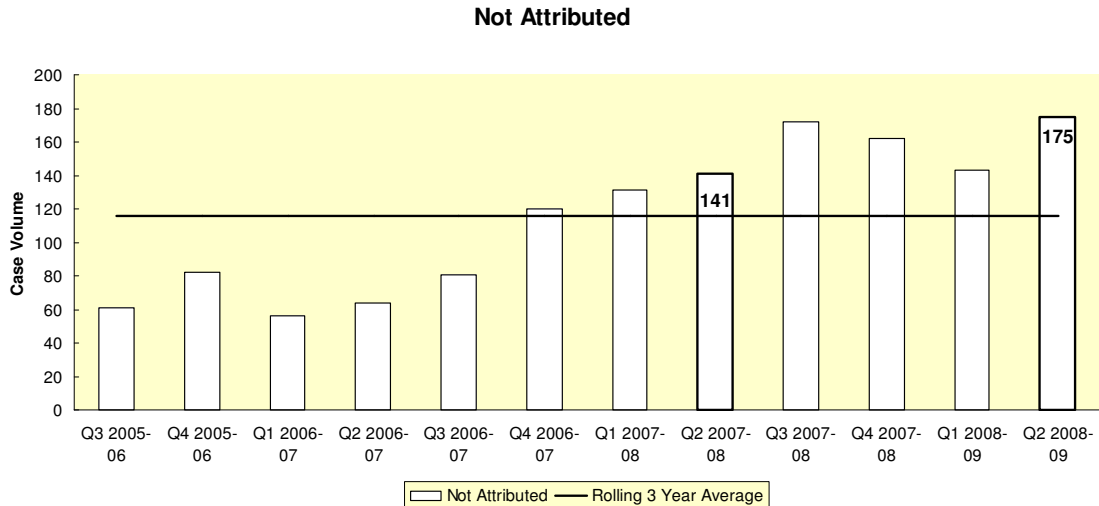
Internal Affairs



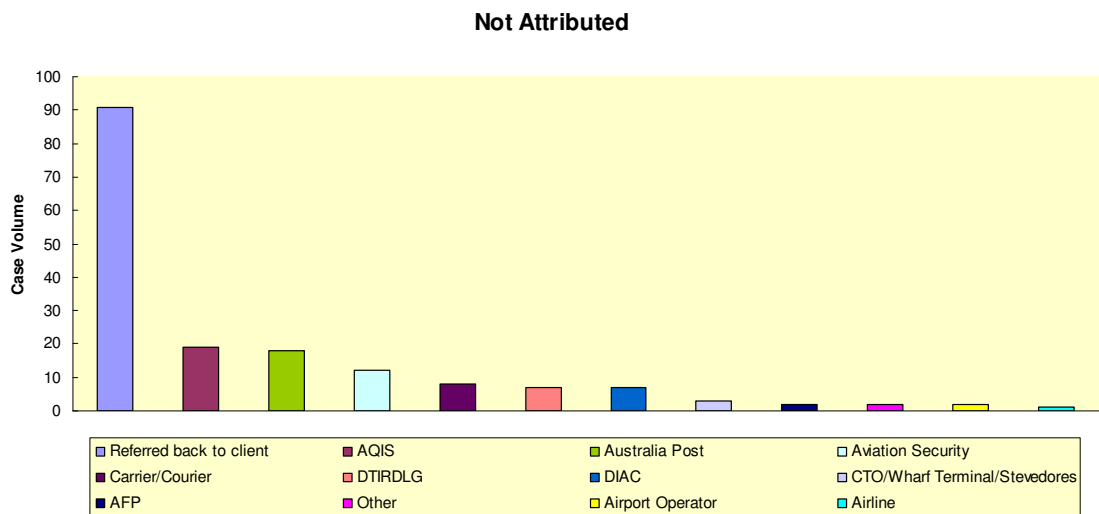
Not Attributed

Complaints

There were 175²² complaint cases logged, investigated and subsequently referred, back to the client or on to other organisations, during the quarter. This represents a **24%** increase over the same period last year (141 cases) and a **51%** increase against the 3 year rolling average (116 cases).



The increase in cases referred, back to the client or on to other organisations occurred mainly in the Referred back to client category.



Compliments

There was 1 compliment case logged, acknowledged and subsequently referred to another organisation during the quarter. This represents no change over the same period last year (1 case) and a **50%** decrease against the 3 year rolling average (2 cases).

The compliment referred was for the Australian Quarantine and Inspection Service (AQIS).

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 1 October 2008 – 31 December 2008 the average response timeframe were

Complaints **8.92** working days

Compliment **1.77** working days

60 or **11%** of cases did not meet the 15 working day benchmark during the quarter.

How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 02 6275 8099

Email: comments@customs.gov.au

Complaints & Compliments Brochure
Letter: Reply Paid 9834 In your Capital City

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

Or any Customs Officer.

How people contact us			
Source	Q2 2007-08	Q2 2008-09	Variation
Email	405	308	-24%
Website feedback form	0	76	-
Telephone	117	65	-44%
Letter	66	37	-44%
Brochure	59	30	-49%
Customs Officer	47	19	-60%
Ministerial	11	5	-55%
Fax	4	1	-75%
Total	709	541	-24%

Corporate Performance Reporting Product Feedback Form

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

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

How did you get this report?	I downloaded it <input type="checkbox"/>	I requested it <input type="checkbox"/>	Complaints and Compliments Management Unit sent it to me <input type="checkbox"/>
Please respond to the following statements by selecting a number from 1 to 5.			
	strongly disagree (1) ←-----→ strongly agree (5)		
1. This report was timely	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
2. This report was clear	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
3. This report provided me with useable information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
4. This report was relevant to my environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
5. This report alerted me to risks I need to know about	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5

How will the report be used?

How could the report have been improved?

Thank you taking the time to complete this feedback form.

This completed form should be forwarded to:

Complaints and Compliments Management Unit, Corporate Performance Reporting,
 Australian Customs and Border Protection Service
 5 Constitution Avenue, Canberra ACT 2600, Ph: 02 6275 8135 or
comments@customs.gov.au