



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

January – March 2009

CORPORATE PERFORMANCE REPORTING

Contents

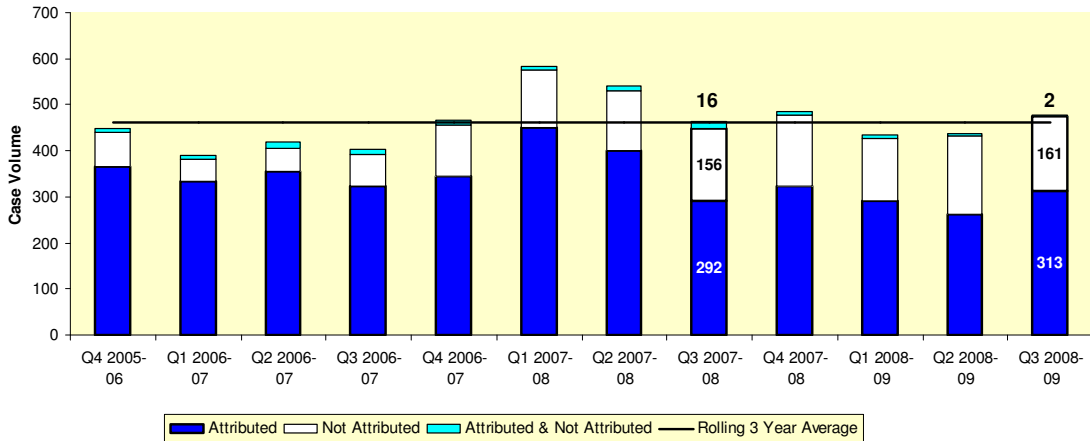
Executive Summary	3
All Complaints	3
All Compliments	4
Statistics.....	5
Key Issues	5
Passenger & Trade Facilitation.....	6
Passengers Division	9
Cargo Division	14
Trade Division.....	20
Compliance Division	22
Border Enforcement.....	24
Enforcement & Investigation Division.....	27
Intelligence & Targeting Division	29
Corporate Operation	30
People and Place Division.....	33
Not Attributed	35
Other Information	36
Service Standards.....	36
How people contact us	36

EXECUTIVE SUMMARY

All Complaints

There were 476¹ unique complaint cases logged and investigated during the quarter. This represents a **3%** increase over the same period last year (464 unique cases) and a **3%** increase against the 3 year rolling average (462 unique cases).

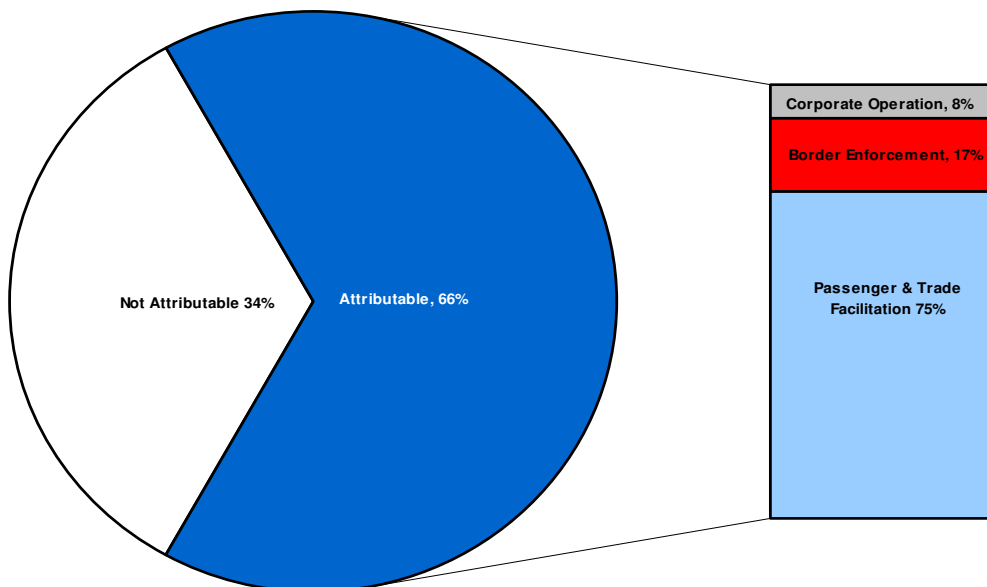
Customs and Border Protection



Attributable complaint cases accounted for 315² of the 476 cases logged and investigated. This represents a **2%** increase over the same period last year (308 attributed cases) and a **9%** decrease over the rolling three year average (347 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



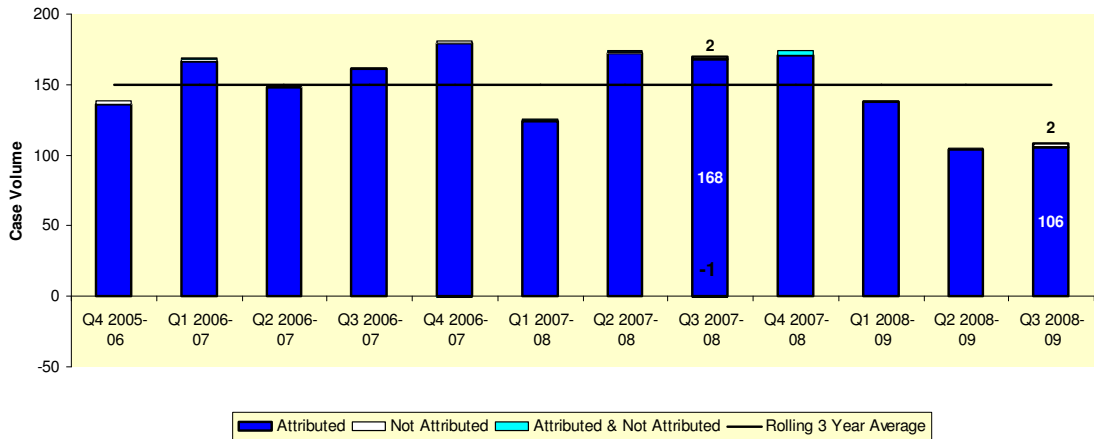
¹ 2 of the 476 cases are classified to both of the Attributed / Not attributed categories – These 2 cases are both counted as being classified both Attributed (Customs and Border Protection – Passenger & Trade Facilitation Program) and Not Attributed (Not Customs and Border Protection – Other Organisations) resulting in aggregation of the Attributed and Not Attributed totals being 478.

² 2 of the 315 cases are classified to more than one program resulting in an aggregation of all the Program totals being 317. One of these cases is classified to the Passengers & Trade Facilitation Program and the Border Enforcement Program. The other case is classified to the Passengers & Trade Facilitation Program and Corporate Operation Program.

All Compliments

There were 108 unique compliment cases logged and acknowledged during the quarter. This represents a **36%** decrease over the same period last year (169 unique cases) and a **28%** decrease against the 3 year rolling average (150 unique cases).

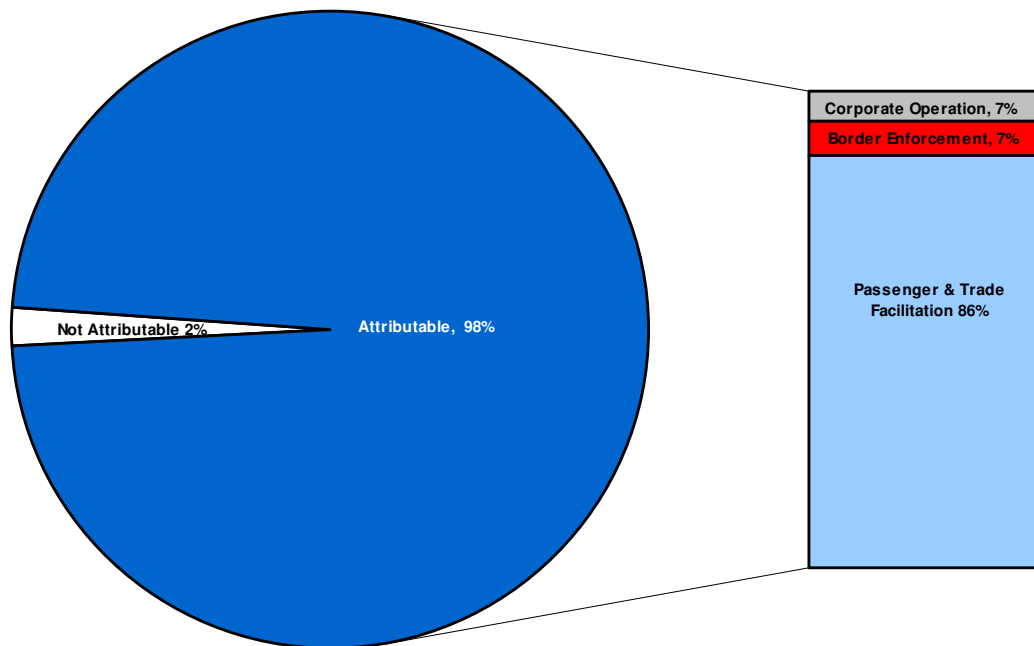
Customs and Border Protection



Attributable compliment cases account for 106³ of the 108 cases logged and investigated. This represents a **37%** decrease over the same period last year (167 attributed cases) and a **28%** decrease over the rolling three year average (148 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.

Customs and Border Protection



³ 1 of the 106 cases is classified to Customs & Border Protection as a whole & is therefore not attributed to any single program. Of the 105 remaining unique cases, two cases have been classified to more than one program resulting in an aggregation of all the Program totals being 107. One of these cases is classified to the Passengers & Trade Facilitation Program and the Border Enforcement Program. The case is classified to the Passengers & Trade Program and the Corporate Operation Program.

Statistics⁴

Complaint Ratios		
Description	Ratio	Variation on Ratio From Same Period Last Year
Complaint to Compliment ⁵	3:1	0%
Complaints to Air Movements ⁶	1:44,483	-2%
Complaints to TEU ⁷ inspected ⁸		
1. CEF Only ⁹	1. 1:3277	1. 126%
2. ALL ¹⁰	2. 1: 611	2. 9%
Complaints to Postal Articles inspected ¹¹	1:527,228	Not previously compiled
Complaints to Air Cargo Articles inspected ¹²	1:200,946	Not previously compiled
Customs Information and Support Centre (CI&SC) complaints to contacts ¹³	1:9373	-5%

Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer was rude	45	50	11%
Process took too long	30	29	-3%
Unhappy with selection	12	26	117%
Didn't expect fees	39	23	-41%
Always searched	26	23	-12%

Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	24	38	58%
Appreciated assistance	37	35	-5%
Officer/s was helpful	53	20	-62%
Process was efficient	14	15	7%
Officer/s was friendly	20	8	-60%

⁴ All Statistics based on Attributed cases only

⁵ All Attributed Complaints cases to All Attributed Compliment Cases

⁶ All Air Movements (Passenger & Crew) to All Attributed Complaints cases occurring at Airports

⁷ Twenty-foot Equivalent Units

⁸ Sea Cargo related complaints to total TEU (see footnote 6) inspected at Container Examination Facilities (CEF) nationally.

⁹ All Container Examination Facilities Sea Cargo related complaints to total TEU (see footnote 6) inspected at Container Examination Facilities (CEF)

Nationally.

¹⁰ All Sea Cargo related complaints (Cargo Division & Intelligence and Targeting Division) to total TEU (see footnote 6) inspected at Container Examination Facilities (CEF) nationally.

¹¹ All Postal Operations complaints to Postal Operations inspections of Postal Articles

¹² All Air Cargo complaints to Air Cargo inspections

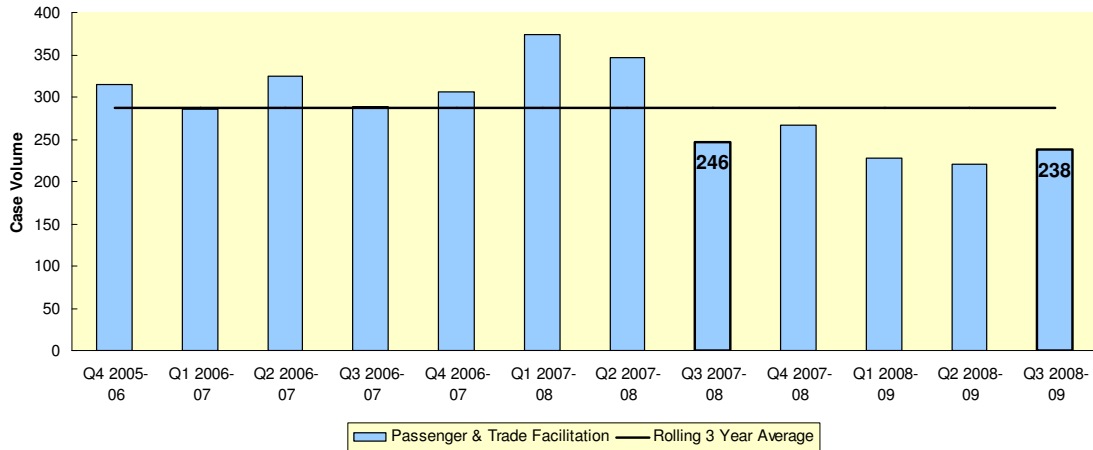
¹³ All CI&SC related complaints to CI&SC contacts.

Passenger & Trade Facilitation

Complaints

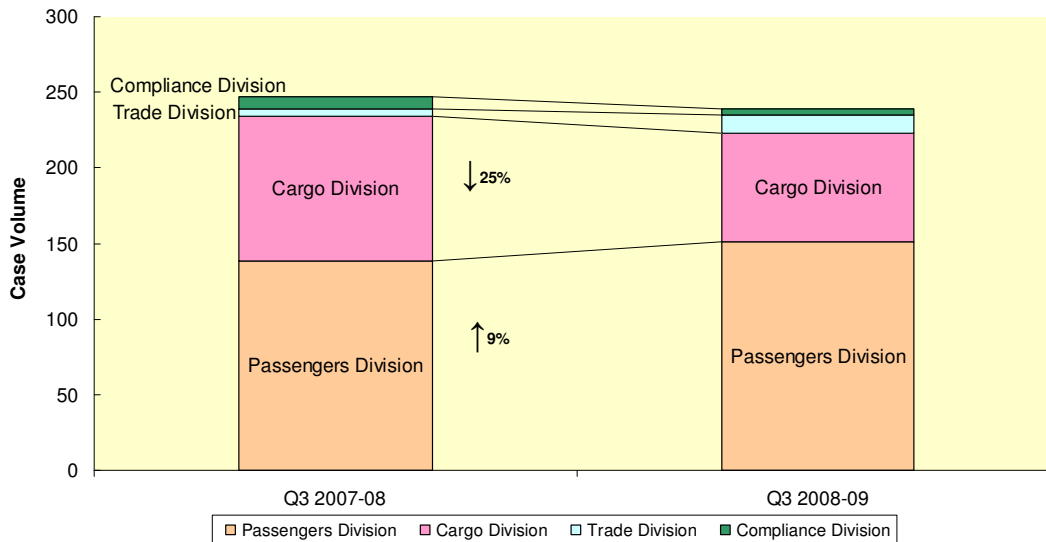
There were 238¹⁴ complaint cases logged and investigated during the quarter. This represents a **3%** decrease over the same period last year (246 cases) and a **17%** decrease against the 3 year rolling average (287 cases).

Passenger and Trade Facilitation



The reduction in complaint cases for the Passenger & Trade Facilitation program (**3%**) can be explained by the decreases in Cargo (**25%**) & Compliance Divisions (**50%**). Although there have been increases in Passengers (**9%**) and Trade Divisions (**140%**).

Passenger & Trade Facilitation



Case Volume			
Division	Q3 2007-08	Q3 2008-09	Variance
Passengers Division	138	151	9%
Cargo Division	96	72	-25%
Trade Division	5	12	140%
Compliance Division	8	4	-50%
Total	247	239¹⁵	-3%

¹⁴ As per footnote 2, two of these 238 cases are attributed to other Programs. One of these cases is attributed to the Passenger & Trade Facilitation Program and the Border Enforcement Program. The other case is attributed to the Passengers & Trade Facilitation Program and the Corporate Operation Program.

¹⁵ Due to multiple division attribution, one of the 238 cases has been attributed to both the Cargo Division & Trade Division resulting in aggregation of the division totals being 239.

Compliments

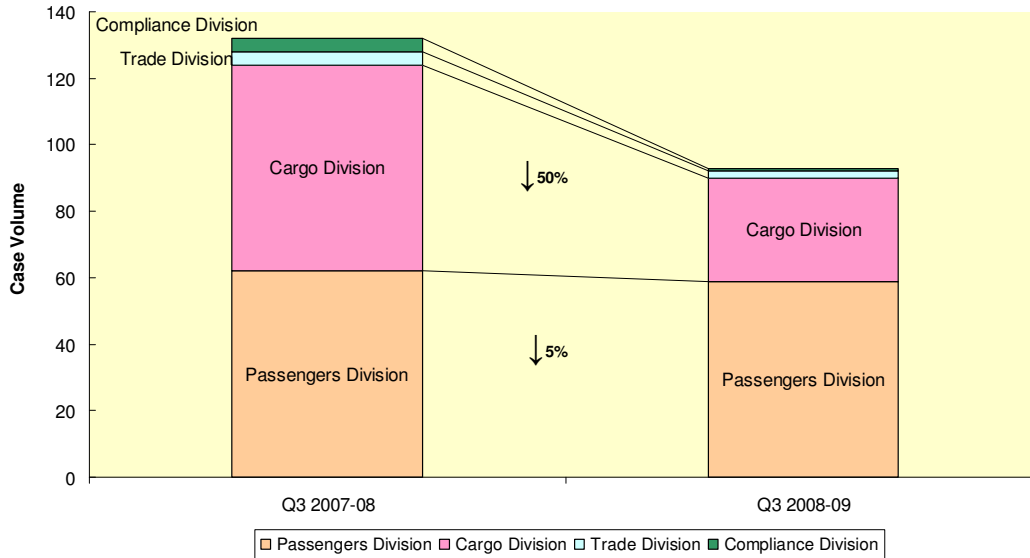
There were 92¹⁶ compliment cases logged and acknowledged during the quarter. This represents a **30%** decrease over the same period last year (131 unique cases) and a **24%** decrease against the 3 year rolling average (121 unique cases).

Passenger and Trade Facilitation



The reduction in compliment cases for the Passenger & Trade Facilitation program (**30%**) can be explained by a reduction in cases attributed to the Cargo Division (**50%**).

Passenger & Trade Facilitation



Case Volume			
Division	Q3 2007-08	Q3 2008-09	Variance
Passengers Division	62	59	-5%
Cargo Division	62	31	-50%
Trade Division	4	2	-50%
Compliance Division	4	1	-75%
Total	132	93¹⁷	-30%

¹⁶ As per footnote 3, one of these 92 cases is counted in the Border Enforcement Program total and another is also counted in the Corporate Operation Program total.

¹⁷ Due to multiple division attribution, one of the 92 cases has been attributed to both the Cargo Division & Trade Division resulting in aggregation of the division totals being 93.

Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer was rude	47	53	13%
Process took too long	26	27	4%
I didn't like the questions	14	20	43%
Queue delay	9	18	100%
Unhappy about 30 minute rule	11	18	64%

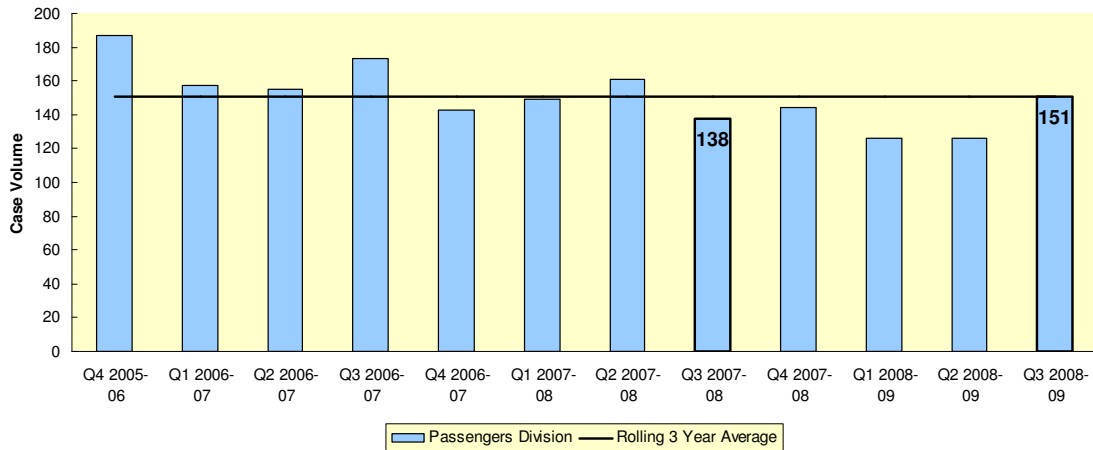
Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Appreciated assistance	25	37	48%
Officer/s was professional	22	35	59%
Officer/s was helpful	51	22	-57%
Process was efficient	10	13	30%
Officer/s was friendly	22	9	-59%

Passengers Division

Complaints

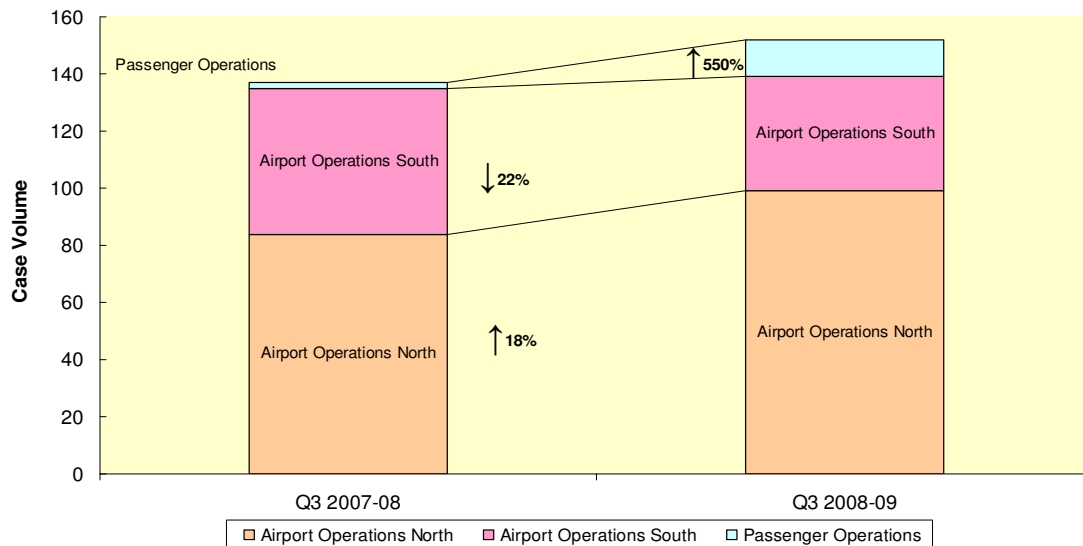
There were 151 complaint cases logged and investigated during the quarter. This represents a **9%** increase over the same period last year (138 cases) and no change on the 3 year rolling average (151 cases).

Passengers



The increase in complaint cases for Passengers Division (**9%**) can be explained by increases in Passenger Operations (**550%**) and Airport Operations North (**18%**). Airport Operations South has recorded a decrease of **22%**.

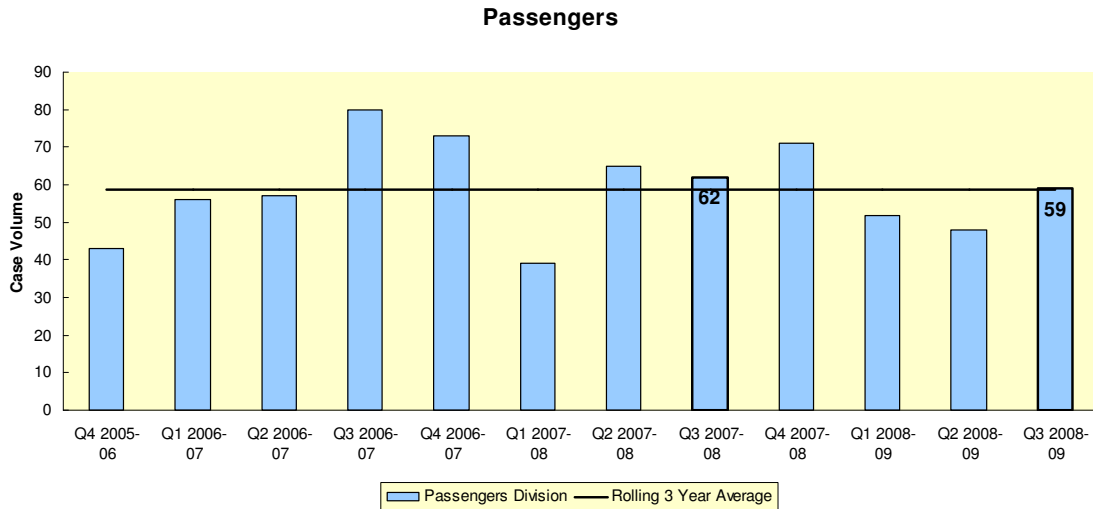
Passengers Division



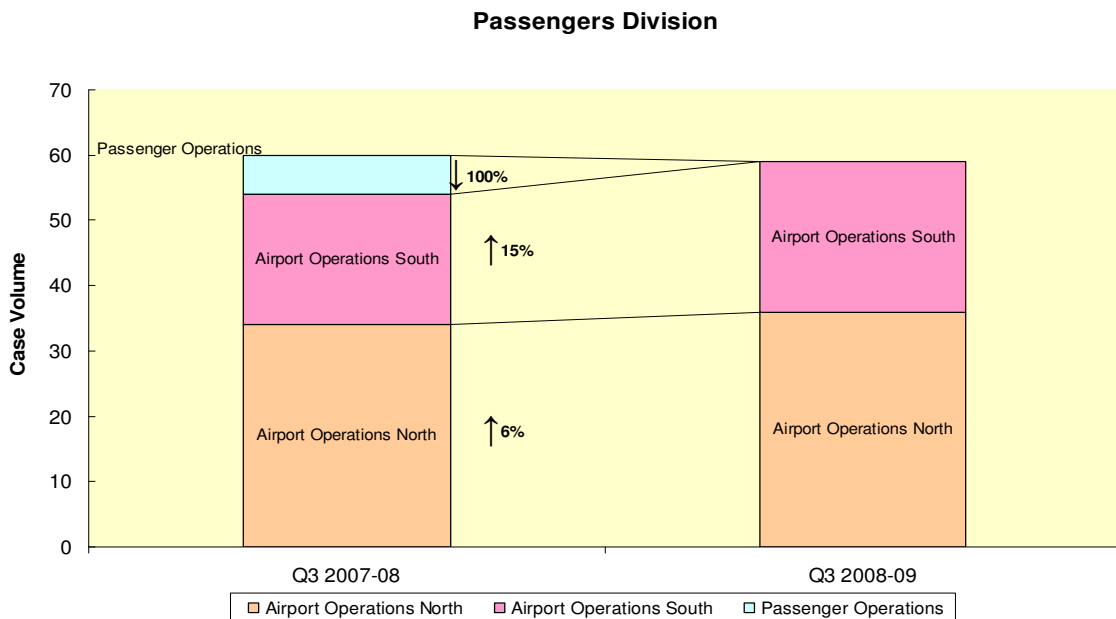
Case Volume			
Branch	Q3 2007-08	Q3 2008-09	Variance
Airport Operations North	84	99	18%
Airport Operations South	51	40	-22%
Passenger Operations	2	13	550%
Total	137	152	11%

Compliments

There were 59 compliment cases logged and acknowledged during the quarter. This represents a **5%** decrease over the same period last year (62 cases) and no change on the 3 year rolling average (59 cases).



The reduction in compliment cases for Passengers Division (**5%**) can be explained by a reduction in cases attributed to the Passenger Operations Branch (**100%**).



Case Volume			
Branch	Q3 2007-08	Q3 2008-09	Variance
Airport Operations North	34	36	6%
Airport Operations South	20	23	15%
Passenger Operations	6	0	-100%
Total	60	59	-2%

Statistics

Airport Complaints for Q3 2008 - 09				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	1	62,687	58,290	120,977
Airport Operations Gold Coast	2	77,054	71,422	74,238
Airport Operations Perth	12	380,487	324,329	58,735
Airport Operations Melbourne	25	701,581	616,840	52,737
Airport Operations Adelaide	3	71,579	57,457	43,012
Airport Operations Sydney	67	1,445,864	1,308,194	41,105
Airport Operations Brisbane	27	540,658	499,365	38,519
Airport Operations Darwin	4	49,207	40,287	22,374
Other Airport Operations	0	5,895	5,424	N/A
Total	141	3,335,012	2,981,608	44,799

Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer was rude	34	43	26%
I didn't like the questions	14	20	43%
Queue delay	9	18	100%
Unhappy about 30 minute rule	11	18	64%
Unhappy with selection	12	13	8%

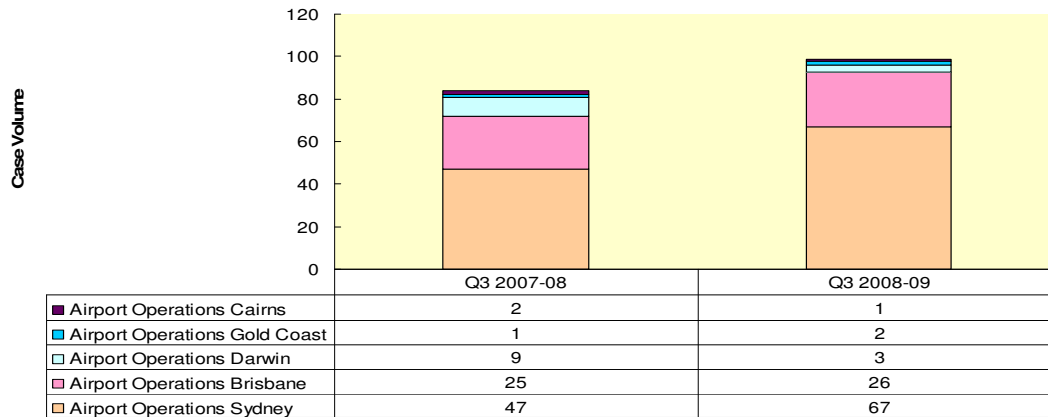
Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Appreciated assistance	21	31	48%
Officer/s was professional	14	17	21%
Process was efficient	8	11	38%
Officer/s was helpful	7	9	29%
Officer/s was friendly	10	4	-60%

Airport Operations North

Complaints

There were 99 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **18%** against the same period last year (84 cases).

Airport Operations North

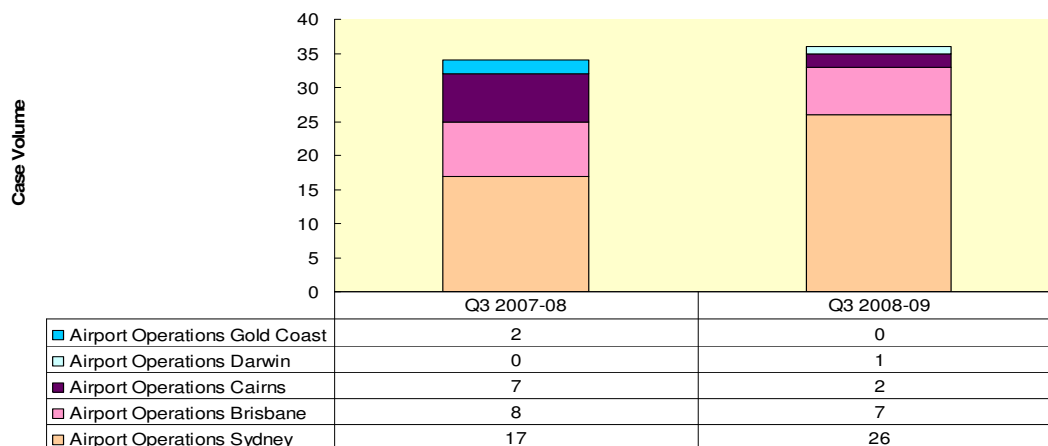


Key complaint issues			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer was rude	23	26	13%
I didn't like the questions	8	13	63%
Unhappy about 30 minute rule	10	10	0%
Examination too thorough	4	8	100%
Queue delay	4	8	100%

Compliments

There were 36 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **6%** against the same period last year (34 cases).

Airport Operations North



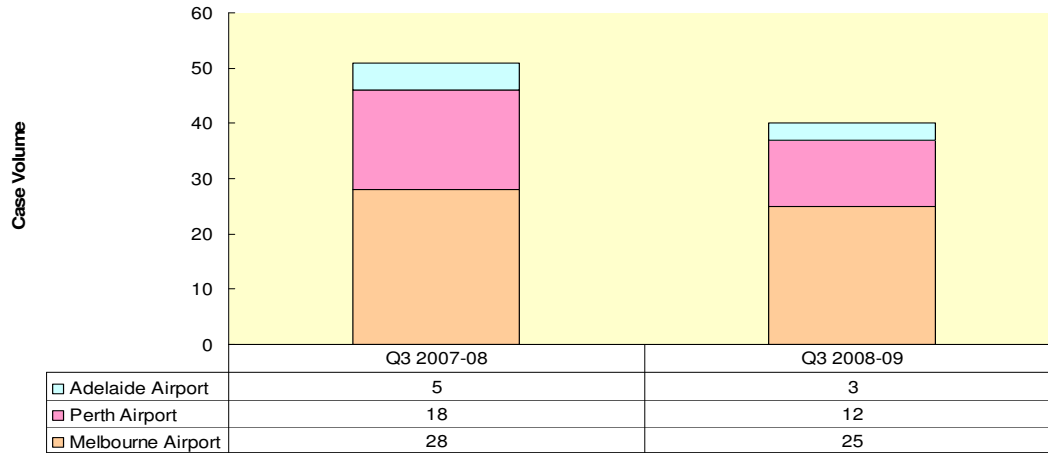
Key compliment issues			
Issue	Q3 2007-08	Q3 2008-09	Variance
Appreciated assistance	12	20	67%
Officer/s was professional	8	9	13%
Process was efficient	5	6	20%
Officer/s was helpful	3	4	33%
Appreciated facilitation	1	3	200%

Airport Operations South

Complaints

There were 40 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are 22% down on the same period last year (51 cases).

Airport Operations South

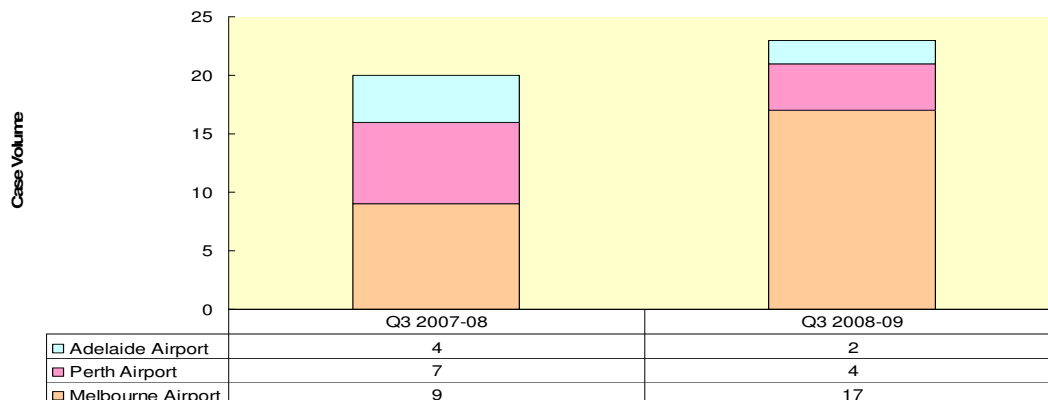


Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer was rude	11	14	27%
I didn't like the questions	6	5	-17%
Unhappy about 30 minute rule	1	6	500%
Examination too thorough	2	5	150%
Process took too long		3	0%

Compliments

There were 23 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are up 15% against the same period last year (20 cases).

Airport Operations South

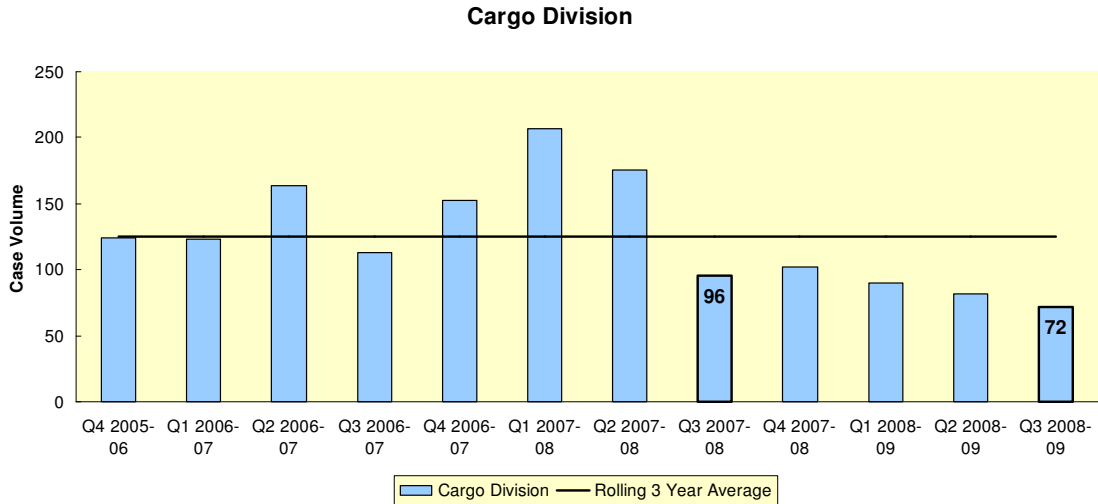


Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Appreciated assistance	9	10	11%
Officer/s was professional	3	8	167%
Officer/s was helpful	3	5	67%
Process was efficient	2	5	150%
Officer/s was friendly	1	2	100%

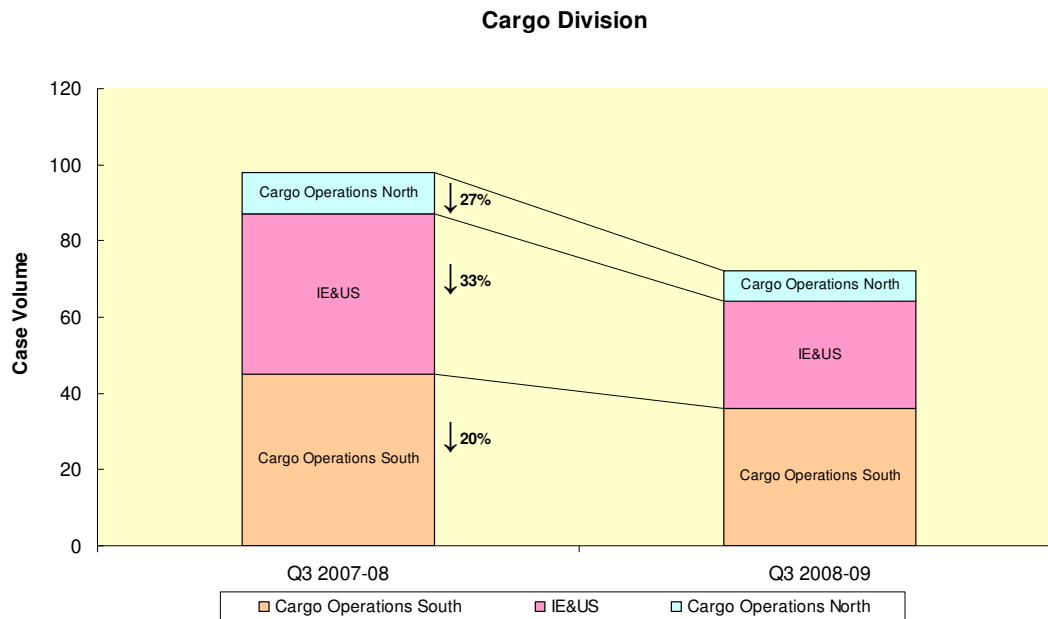
Cargo Division

Complaints

There were 72¹⁸ complaint cases logged and investigated during the quarter. This represents a **25%** decrease over the same period last year (96 cases) and a **42%** decrease against the 3 year rolling average (125 cases).



Cargo Division case volume this quarter, by Branch, compared to same period last year show the decrease in case volume occurred across all branches.



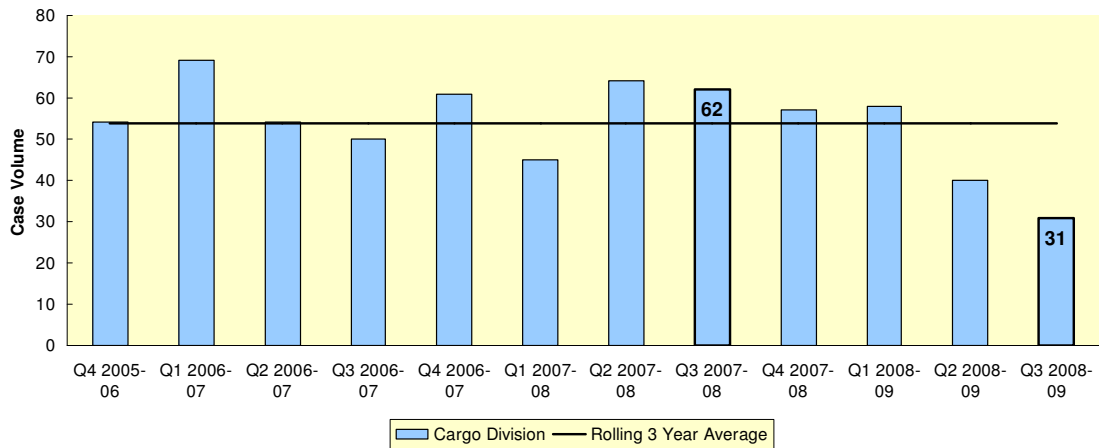
Case Volume			
Branch	Q3 2007-08	Q3 2008-09	Variance
Cargo Operations South	45	36	-20%
IE&US	42	28	-33%
Cargo Operations North	11	8	-27%
Total	98	72	-27%

¹⁸ As per footnote 15, one of these 72 cases has also been counted in the Trade Division total.

Compliments

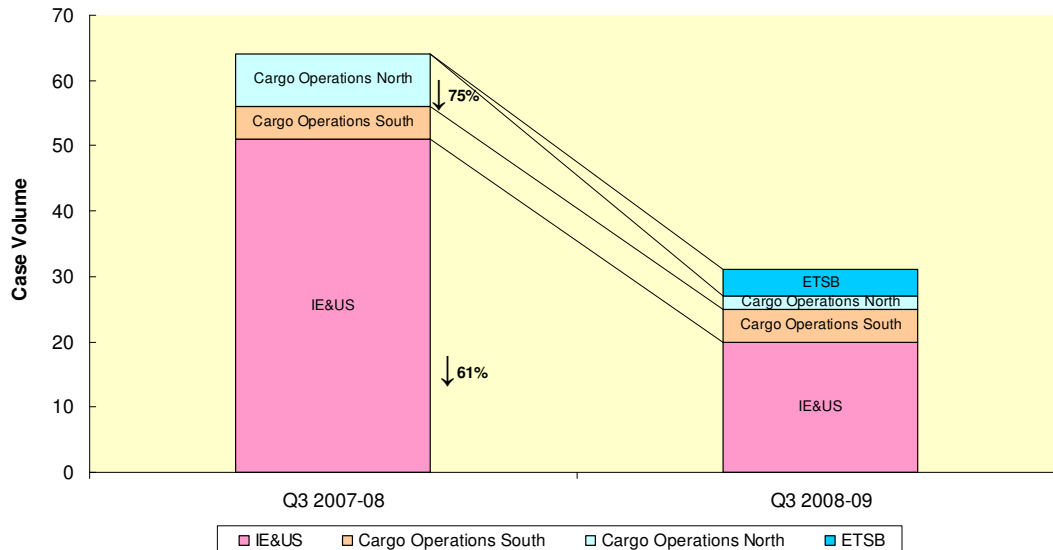
There were 31¹⁹ compliment cases logged and acknowledged during the quarter. This represents a 50% decrease over the same period last year (62 cases) and a 42% decrease against the 3 year rolling average (54 cases).

Cargo Division



Cargo Division case volume this quarter, by Branch, compared to same period last year show the decreases in case volume occurred in Industry Engagement and User Services (IE&US) and Cargo Operations North.

Cargo Division



Case Volume			
Branch	Q3 2007-08	Q3 2008-09	Variance
Industry Engagement And User Services (IE&US)	51	20	-61%
Cargo Operations South	5	5	0%
Enhanced Trade Solutions Branch (ETSB)	0	4	0%
Cargo Operations North	8	2	-75%
Total	64	31	-52%

¹⁹ As per footnote 17, one of these 31 cases has also been counted in the Trade Division total.

Statistics

Container Examination Facility Complaints			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Fremantle	1	4979	4,979
Brisbane	2	9646	4,823
Melbourne	3	10140	3,380
Sydney	4	10843	2,711
Adelaide	1	390	390
Darwin	0	49	0
Total	11	36047	3,277

Customs and Border Protection Information and Support Centre (CI&SC) Complaints						
Month	Number of Complaint Cases	Number of Phone Contacts	Number of Email Contacts	Number of Fax Contacts	Total Contacts	Number of Contacts for Every Complaint
January	0	30,214	3130	68	33,412	0
February	6	30,620	2741	221	33,582	5,597
March	5	33,038	2962	107	36,107	7,221
Total	11	93,872	8,833	396	103,101	7,931

Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Didn't expect fees	20	14	-30%
Process took too long	20	13	-35%
Officer was rude	13	10	-23%
Goods were damaged	3	9	200%
Didn't expect duty/tax	4	6	50%

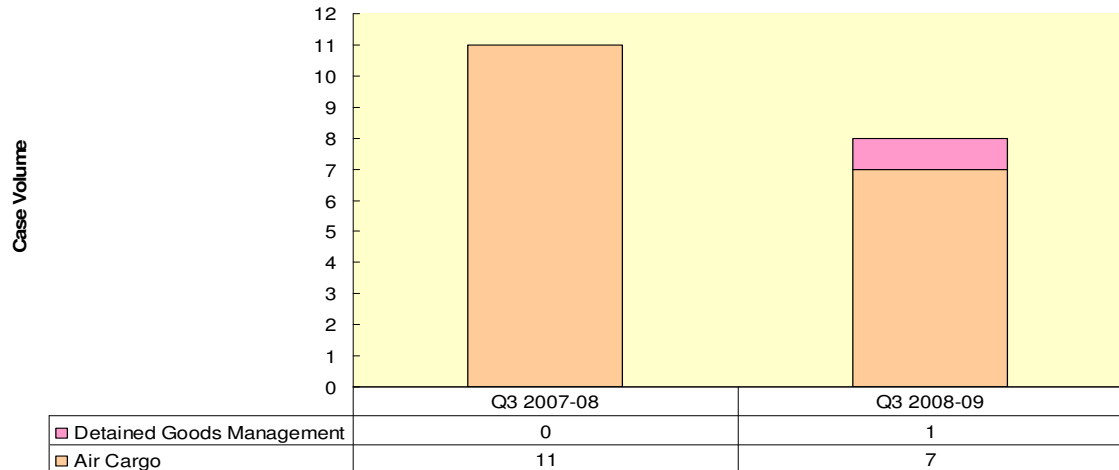
Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	6	15	150%
Officer/s was helpful	40	11	-73%
Appreciated assistance	3	6	100%
Officer/s was friendly	12	3	-75%
Officer/s was informative	7	3	-57%

Cargo Operations North

Complaints

There were 8 complaint cases attributable to Cargo Operations North during the quarter. The complaints this quarter are down **27%** on the same period last year (11 cases).

Cargo Operations North



Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Goods were damaged	1	4	300%
Process took too long	0	2	0%
Goods were withheld	0	2	0%
Process not explained	0	1	0%
Facilities were inadequate	0	1	0%

Compliments

There were 2 compliment cases attributable to Cargo Operations North during the quarter. The compliments this quarter are down **75%** on the same period last year (8 cases).

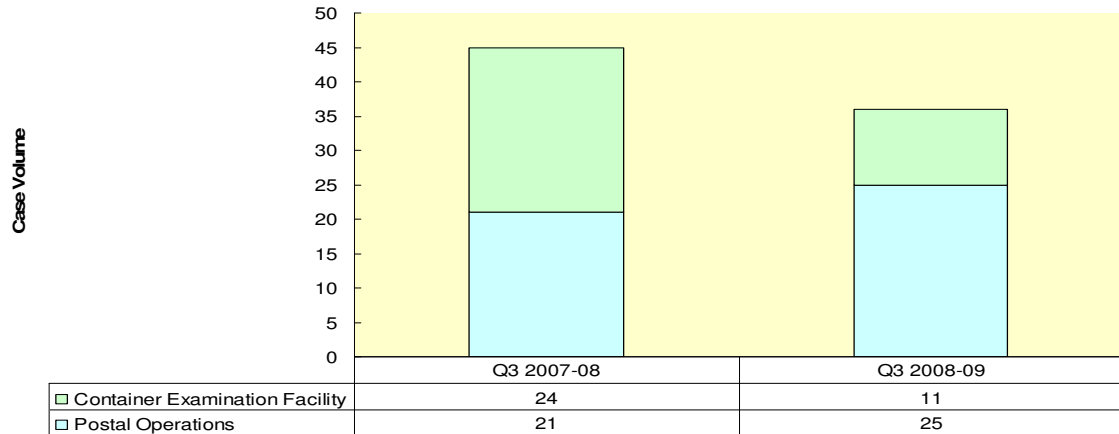
Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was helpful	3	1	-67%
Appreciated assistance	1	1	0%
Officer/s was professional	1	1	0%
Officer/s was efficient	2	0	-100%
Officer/s was friendly	1	0	-100%

Cargo Operations South

Complaints

There were 36 complaint cases attributable to Cargo Operations South during the quarter. The complaints this quarter are down **20%** on the same period last year (45 cases).

Cargo Operations North



Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Didn't expect fees	14	11	-21%
Process took too long	16	7	-56%
Didn't expect duty/tax	2	6	200%
Goods were damaged	2	5	150%
Goods were missing	3	3	0%

Compliments

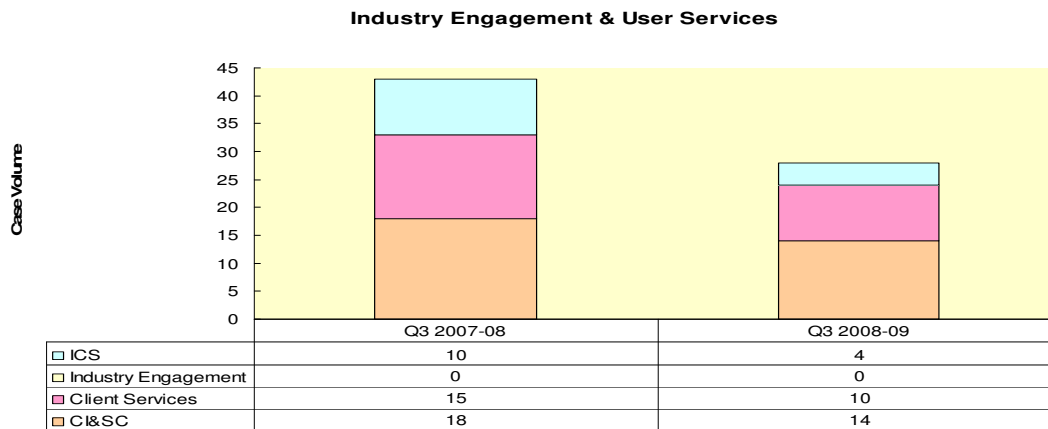
There were 5 compliment cases attributable to Cargo Operations South during the quarter. The compliments this quarter are no change on the same period last year (5 cases).

Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	2	4	100%
Process was efficient		2	0%
Officer/s was friendly	1	1	0%
Officer/s was helpful	2		-100%
Officer/s was informative	1		-100%

Industry Engagement & User Services

Complaints

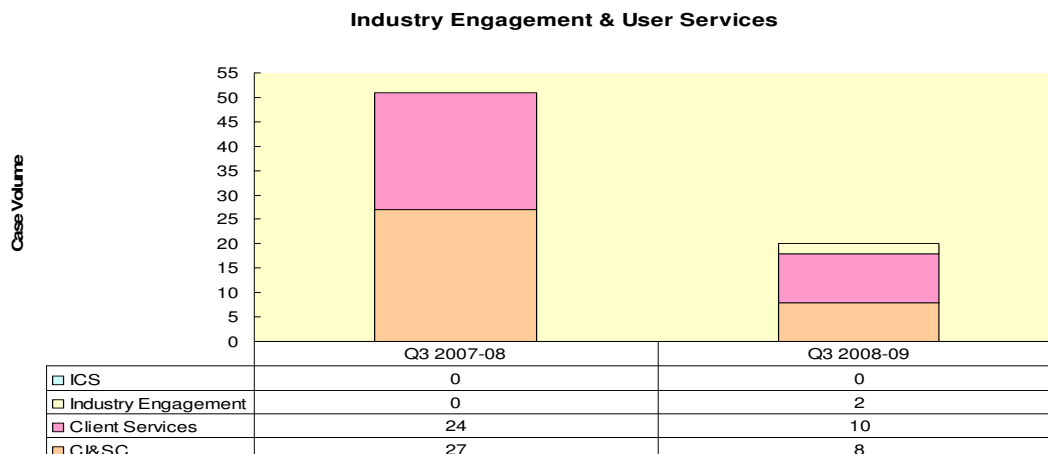
There were 28 complaint cases attributable to Industry Engagement and User Services during the quarter. The complaints this quarter are down **33%** on the same period last year (42 cases).



Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer was rude	13	10	-23%
I got the runaround	7	6	-14%
Misinformed by Customs	3	5	67%
Process took too long	4	4	0%
Didn't expect fees	6	3	-50%

Compliments

There were 20 compliment cases attributable to Industry Engagement and User Services during the quarter. The compliments this quarter are 61% down on the same period last year (51 cases).

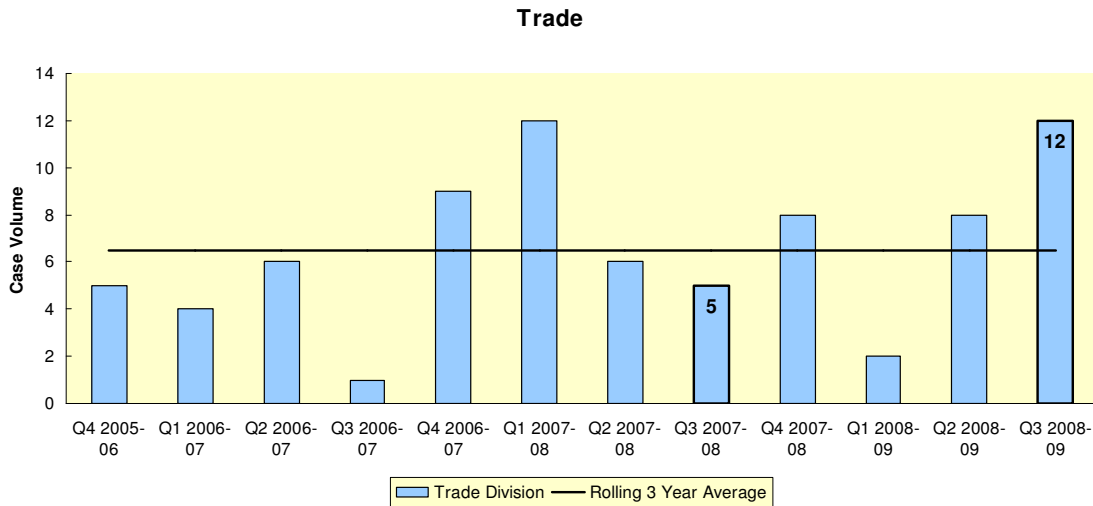


Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	3	10	233%
Officer/s was helpful	35	10	-71%
Appreciated assistance	2	5	150%
Officer/s was informative	6	3	-50%
Officer/s was friendly	10	2	-80%

Trade Division

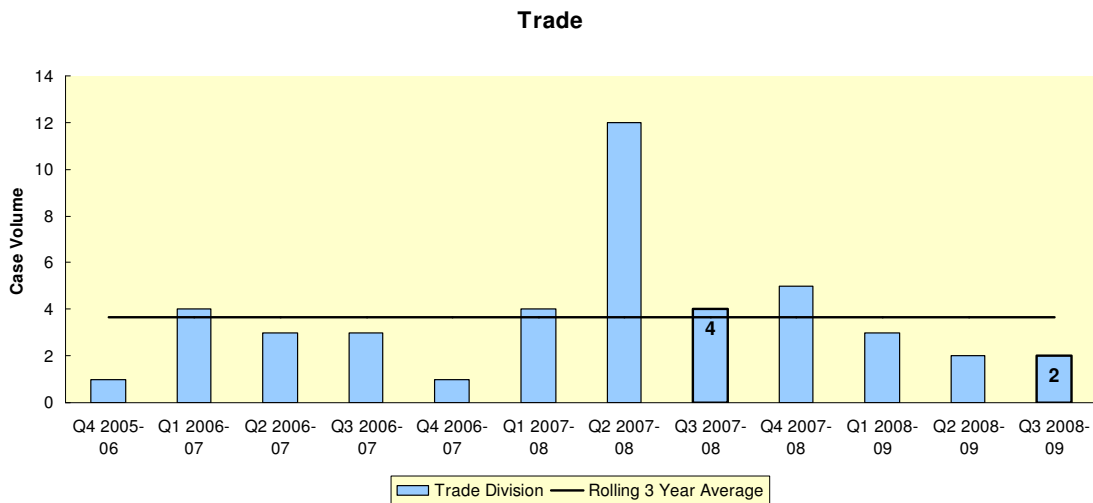
Complaints

There were 12²⁰ complaint cases logged and investigated during the quarter. This represents a 140% increase over the same period last year (5 cases) and an 85% increase on the 3 year rolling average (7 cases).



Compliments

There were 2²¹ compliment cases logged and acknowledged during the quarter. This represents a 50% decrease over the same period last year (4 cases) and a 50% decrease against the 3 year rolling average (4 cases).



²⁰ As per footnote 15, one of these 12 cases has also been counted in the Cargo Division total.

²¹ As per footnote 17, one of these 2 cases has also been counted in the Cargo Division total.

Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
I'm Not Happy with the Policy	2	6	200%
Process took too long	1	2	100%
Other	0	2	0%
Phone/email not answered	0	1	0%
Lack of information	0	1	0%

Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	1	1	0%
Officer/s was helpful	2	1	-50%
Appreciated assistance	1	0	-100%
-	0	0	0%
-	0	0	0%

Key Issues

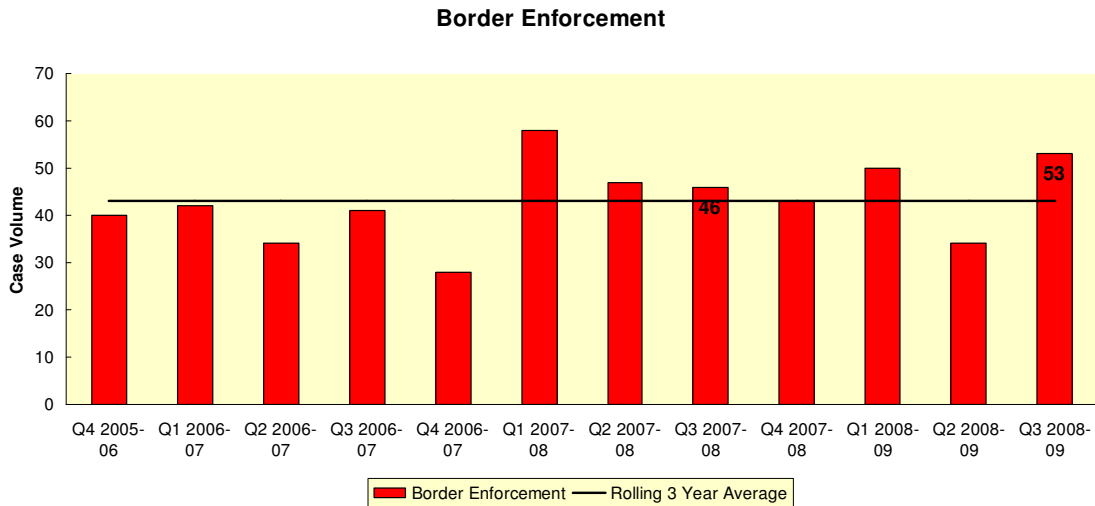
Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Didn't expect fees	3	2	-33%
Process took too long	3	1	-67%
Other	0	1	0%
Referral	0	1	0%
I got the run-around	1	0	-100%

Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	1	2	100%
Officer/s was friendly	0	2	0%
Officer/s was helpful	2	1	-50%
Officer/s was informative	0	1	0%
Officer/s was efficient	0	1	0%

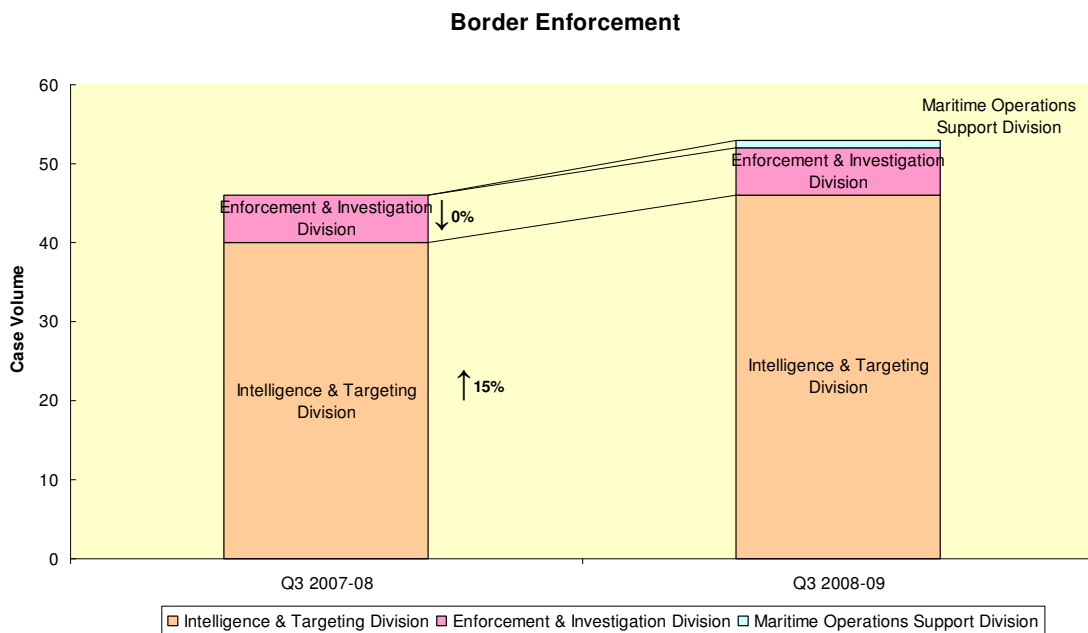
Border Enforcement

Complaints

There were 53²² complaint cases logged and investigated during the quarter. This represents a 15% increase over the same period last year (46 cases) and a 23% increase against the 3 year rolling average (43 cases).



The increase in cases this quarter compared to same period last year can be explained by the increase in cases attributed to the Intelligence & Targeting Division (15%).



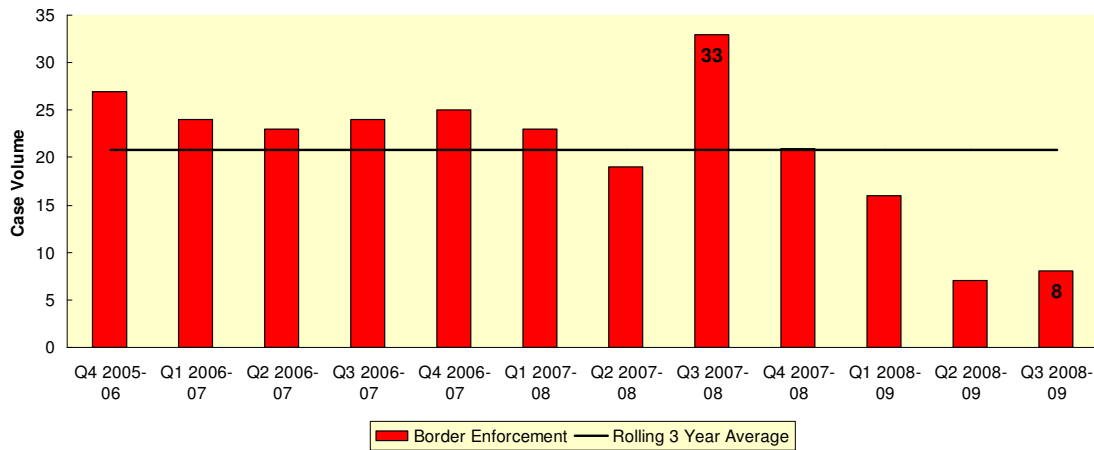
Case Volume			
Division	Q3 2007-08	Q3 2008-09	Variance
Intelligence & Targeting Division	40	46	15%
Enforcement & Investigation Division	6	6	0%
Maritime Operations Support Division	0	1	0%
Border Protection Command Division	0	0	0%
Total	46	53	15%

²² As per footnote 2, one of these 53 cases is also counted in the Passenger & Trade Facilitation Program total.

Compliments

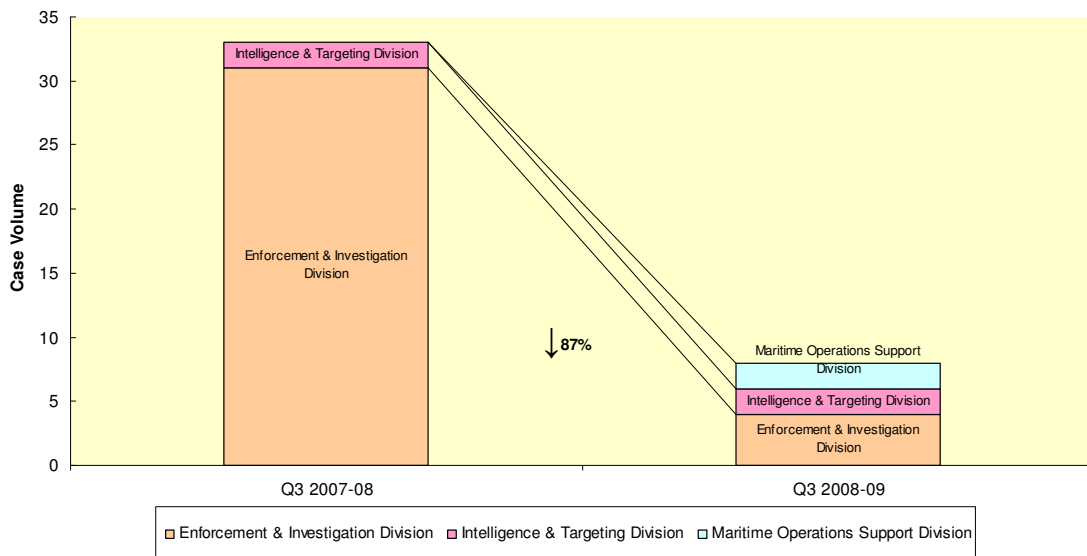
There were 8²³ compliment cases logged and acknowledged during the quarter. This represents a **76%** decrease over the same period last year (33 cases) and a **62%** decrease against the 3 year rolling average (21 cases).

Border Enforcement



The decrease in Border Enforcement cases this quarter from the same period last year can be explained by the decrease in cases attributed to the Enforcement & Investigation Division (**87%**).

Border Enforcement



Case Volume			
Division	Q3 2007-08	Q3 2008-09	Variance
Enforcement & Investigation Division	31	4	-87%
Intelligence & Targeting Division	2	2	0%
Maritime Operations Support Division	0	2	0%
Border Protection Command Division	0	0	0%
Total	33	8	-76%

²³ As per footnote 3, one of these 8 cases is also counted in the Passenger & Trade Facilitation Program total.

Key Issues

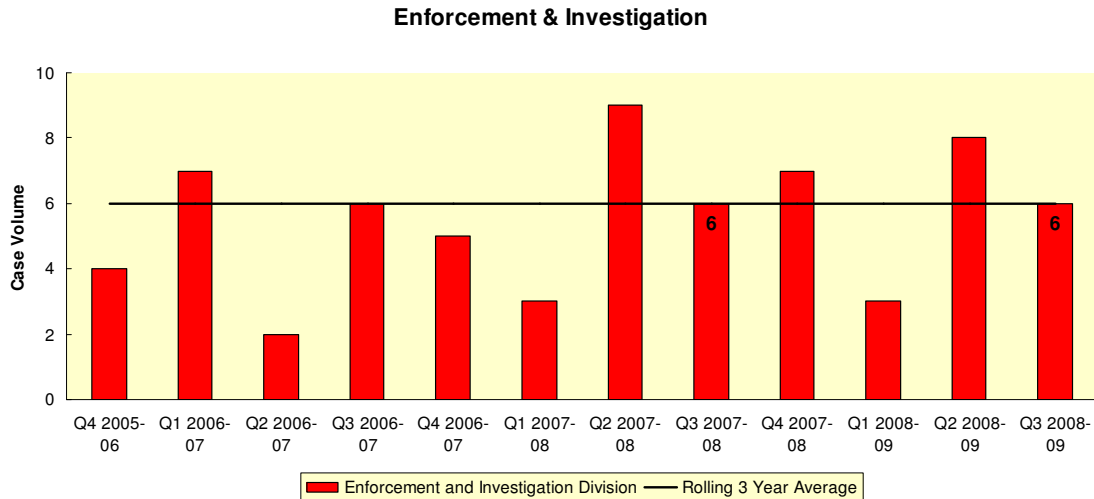
Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Unhappy with selection	0	13	0%
Always Held	0	12	0%
Always searched	20	12	-40%
Didn't expect fees	16	9	-44%
Process took too long	3	3	0%

Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	5	5	0%
Process was efficient	4	4	0%
Appreciated assistance	21	1	-95%
I appreciate the work you do to protect Australia	0	1	0%
Officer/s was helpful	2	0	-100%

Enforcement & Investigation Division

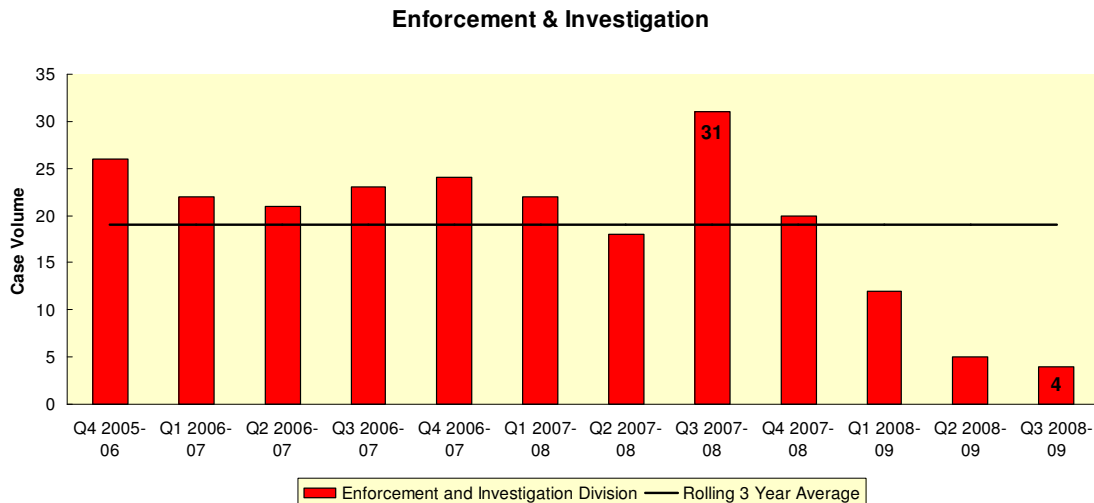
Complaints

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



Compliments

There were 4 compliment cases logged and acknowledged during the quarter. This represents an 87% decrease over the same period last year (31 cases) and a 79% decrease against the 3 year rolling average (19 cases).



Key Issues

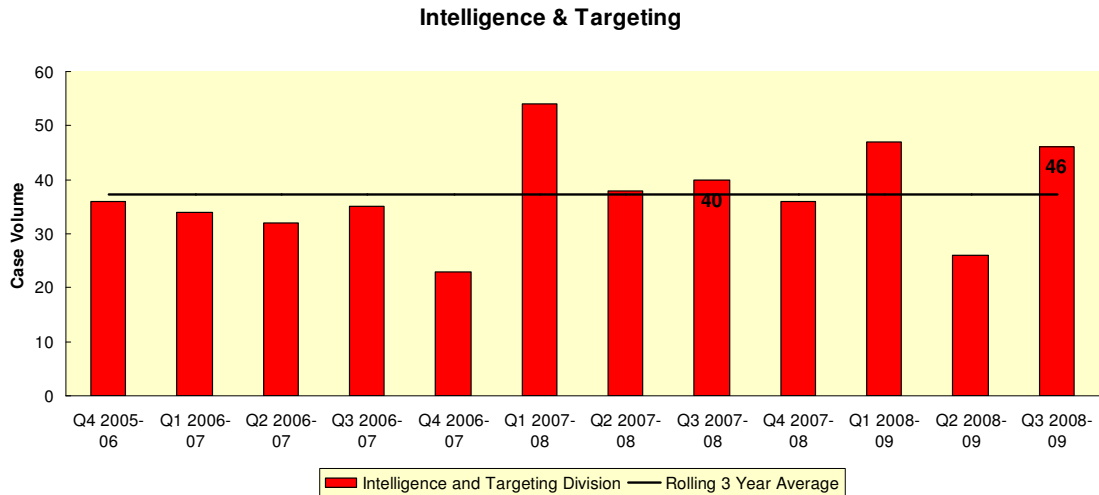
Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Process took too long	0	1	0%
Officer was rude	0	2	0%
Other	6	2	-67%
Misinformed by Customs	0	1	0%
Goods were seized	0	1	0%

Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Officer/s was professional	4	3	-25%
Process was efficient	4	3	-25%
Appreciated assistance	20	0	-100%
Officer/s was helpful	2	0	-100%
Officer/s was friendly	1	0	-100%

Intelligence & Targeting Division

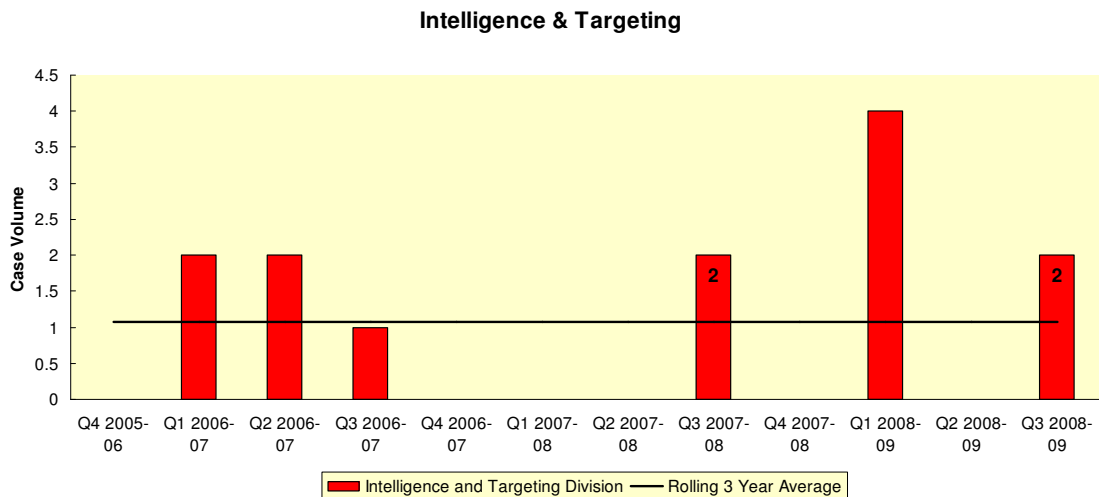
Complaints

There were 46 complaint cases logged and investigated during the quarter. This represents a 15% increase over the same period last year (40 cases) and a 24% increase against the 3 year rolling average (37 cases).



Compliments

There were 2 compliment cases attributable to Intelligence & Targeting Division during the quarter. This represents no change over the same period last year (2 cases) and a 100% increase against the 3 year rolling average (1 case).



Key Issues

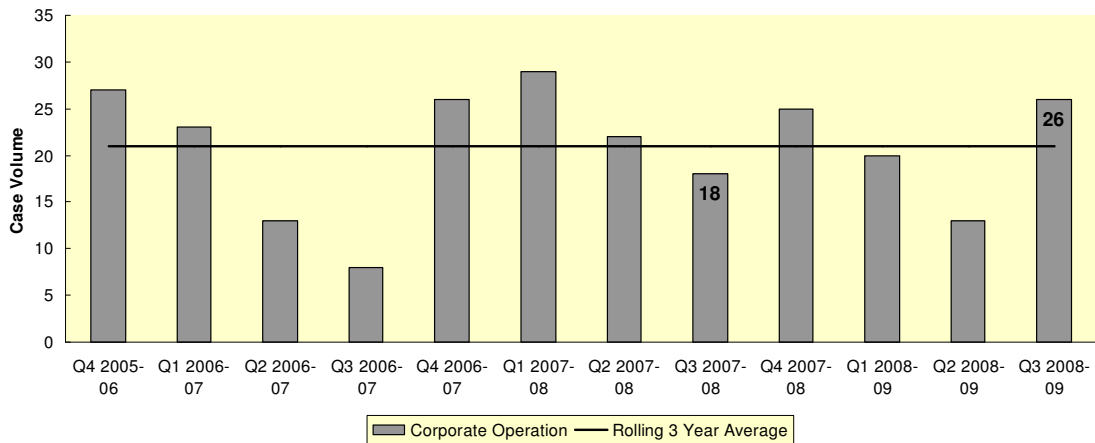
Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
Unhappy with selection	0	13	0%
Always Held	0	12	0%
Always searched	20	12	-40%
Didn't expect fees	16	9	-44%
Process took too long	3	2	-33%

Corporate Operation

Complaints

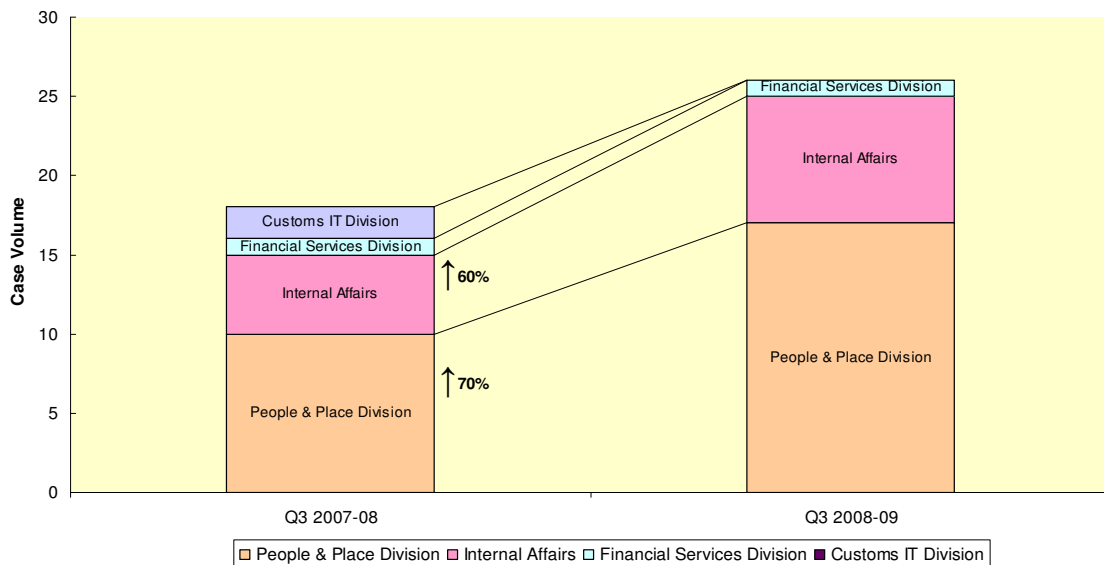
There were 26²⁴ complaint cases logged and investigated during the quarter. This represents a **44%** increase over the same period last year (18 cases) and a **25%** increase against the 3 year rolling average (21 cases).

Corporate Operation



Corporate Operation cases this quarter compared to same period last year show the increases in case volume in People and Place Division (**70%**) and Internal Affairs Branch (**60%**).

Corporate Operation

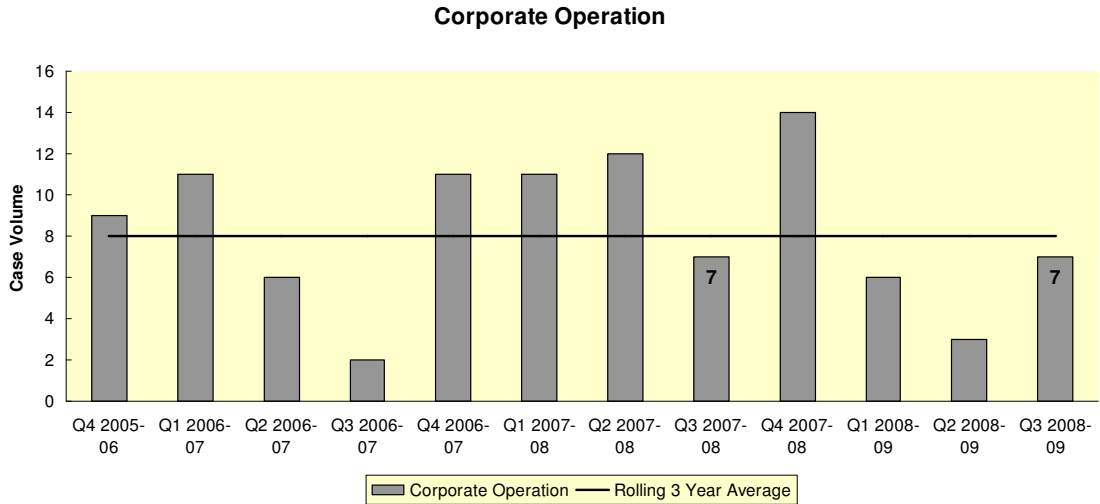


Case Volume			
Division	Q3 2007-08	Q3 2008-09	Variance
People & Place Division	10	17	70%
Internal Affairs	5	8	60%
Financial Services Division	1	1	0%
Customs IT Division	2	0	-100%
Total	18	26	44%

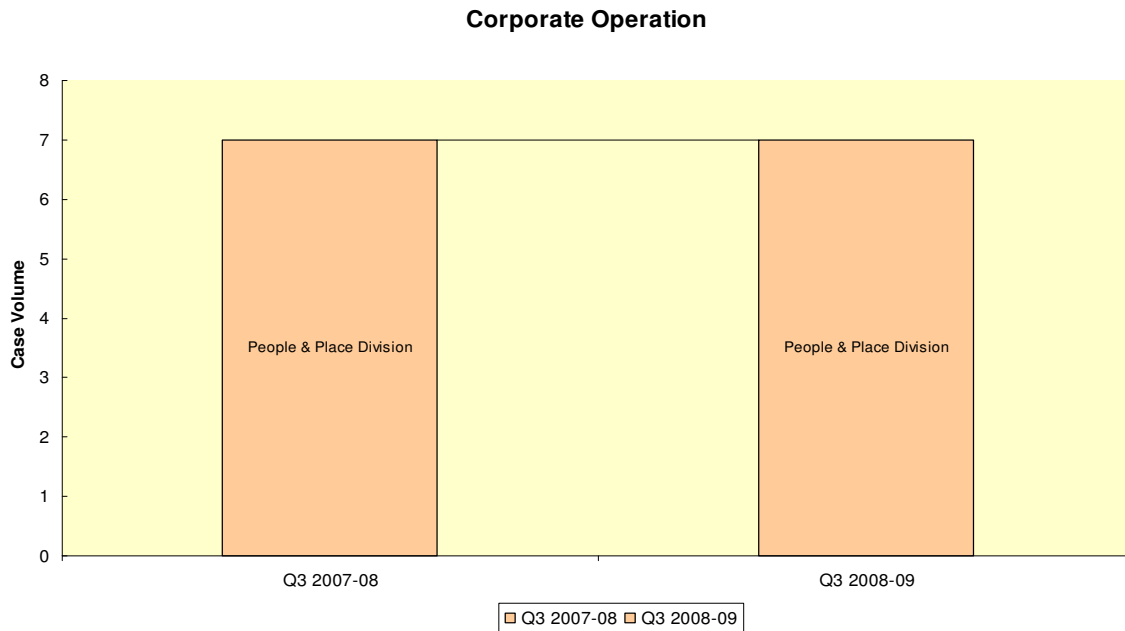
²⁴ As per footnote 2, one of these 26 cases is also counted in the Passenger & Trade Facilitation Program total.

Compliments

There were 7²⁵ compliment cases logged and acknowledged during the quarter. This represents no change over the same period last year (7 cases) and a **15%** decrease against the 3 year rolling average (8 cases).



Corporate Operation cases this quarter compared to same period last year show no change in People and Place Division.



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

²⁵ As per footnote 3, one of these 7 cases may also be counted in the Passenger & Trade Facilitation Program total.

Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
'Border Security'	1	6	500%
Unhappy about process	3	5	67%
Unhappy with content	0	3	0%
Other	5	2	-60%
I got the run-around	0	2	0%

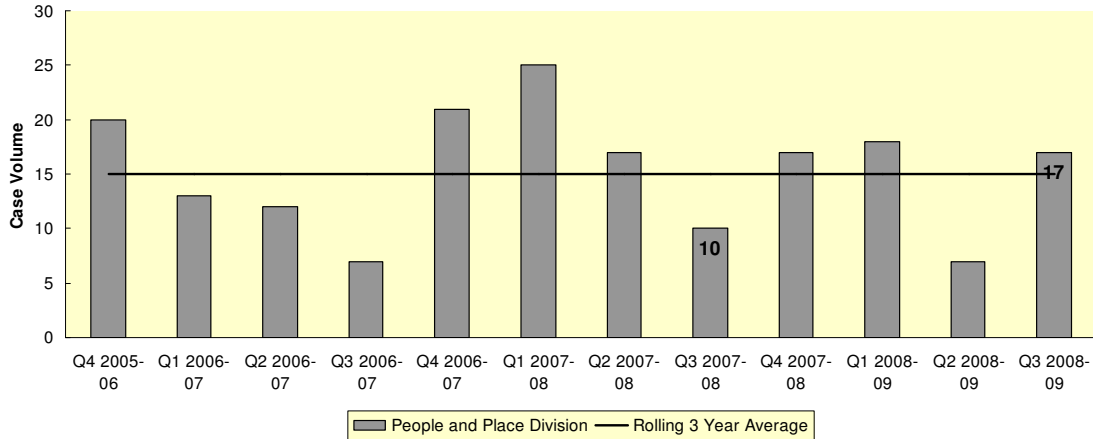
Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Easy to use	1	3	200%
Officer/s was professional	0	2	0%
Officer/s was friendly	0	2	0%
Officer/s was informative	1	1	0%
Appreciated assistance	2	0	-100%

People and Place Division

Complaints

There were 17 complaint cases logged and investigated during the quarter. This represents a 70% increase over the same period last year (10 cases) and a 13% increase against the 3 year rolling average (15 cases).

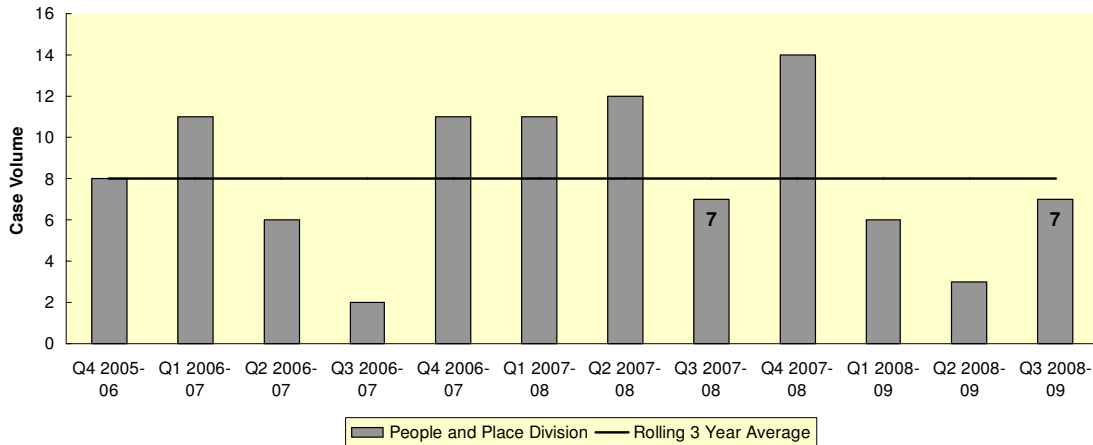
People and Place



Compliments

There were 7 compliment cases logged and acknowledge during the quarter. This represents no change over the same period last year (7 cases) and a 13% decrease against the 3 year rolling average (8 cases).

People and Place



Key Issues

Complaint			
Issue	Q3 2007-08	Q3 2008-09	Variance
'Border Security'	1	6	500%
Unhappy about process	3	5	67%
Unhappy with content	0	3	0%
Other	4	2	-50%
I got the runaround	0	2	0%

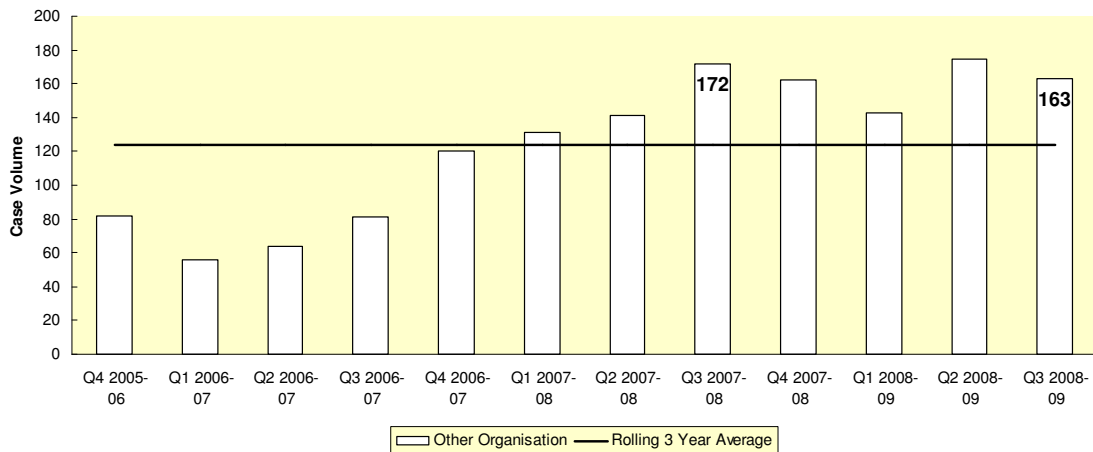
Compliment			
Issue	Q3 2007-08	Q3 2008-09	Variance
Easy to use	1	3	200%
Officer/s was professional	0	2	0%
Officer/s was friendly	0	2	0%
Officer/s was informative	1	1	0%
Appreciated assistance	2	0	-100%

Not Attributed

Complaints

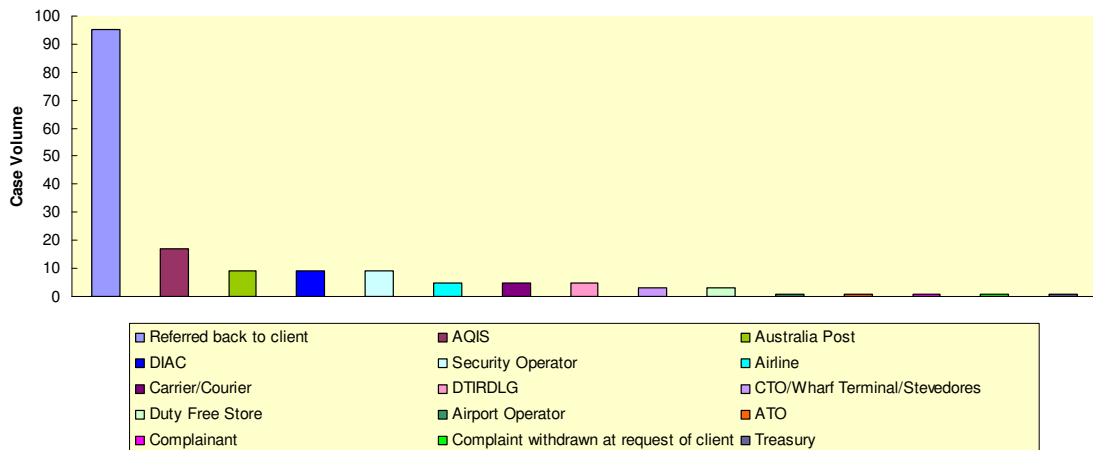
There were 163²⁶ complaint cases logged, investigated and subsequently referred, back to the client or on to other organisations, during the quarter. This represents a 5% decrease over the same period last year (172 cases) and a 31% increase against the 3 year rolling average (124 cases).

Other Organisation



95 cases (or 58%) were “Referred back to client” this description is used where Customs and Border Protection is not the attributable entity and, there is no, or we are unable to identify another entity to refer the client to contact to enable them to continue pursuing the matter.

Other Organisation



Compliments

There were 2 compliment case logged, acknowledged and subsequently referred to another organisation during the quarter. This represents a 33% decrease over the same period last year (3 cases) and no change against the 3 year rolling average (2 cases).

²⁶ As per footnote 1, two of these 163 cases are also counted in the Attributed cases total.

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 January 2009 – 31 March 2009 the average response timeframes were

Complaints **19** working days

Compliment **5** working days

205 or **35%** of cases could not meet the 15 working day benchmark during the quarter.

How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 03 9244 8160

Email: comments@customs.gov.au

Complaints & Compliments Brochure

Letter: Reply Paid 9834, Melbourne Victoria, 3001

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

Or any Customs Officer.

How People Contact Us			
Source	Q3 2007-08	Q3 2008-09	Variation
Email	406	346	-15%
Website feedback form	0	94	0%
Telephone	75	53	-29%
Brochure	53	35	-34%
Letter	35	23	-34%
Customs Officer	41	16	-61%
Via an external agency	0	9	0%
Ministerial	10	3	-70%
Fax	3	1	-67%
Ombudsman	1	0	-100%
Total	624	580	-7%

Complaints and Compliments Management Unit Product Feedback Form

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

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

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

Comments

Thank you for taking the time to complete this feedback form

This completed form should be forwarded to:

Complaints and Compliments Management Unit, National Pay and Accounts Centre,
 Australian Customs and Border Protection Service
 1010 LaTrobe Street, Melbourne VIC 3008, Ph: 1800 228 227 or
comments@customs.gov.au