Suggestions, Compliments and Complaints

The biosphere is a key part of the department’s visual identity. Individual biospheres are used to visually describe the diverse nature of the work we do as a department, in Australia and internationally.

If you have a compliment or complaint please fill out the enclosed form or call the Translating and Interpreting Service on 131 450.

Chinese-Simplified

如果您有关于工作方面的问题或建议，请填写附送的表格或拨打翻译和口译服务电话 131 450。

Chinese–Traditional

如果您有关于工作方面的问题或建议，请填写附送的表格或拨打翻译和口译服务电话 131 450。

Indonesian

Jika Anda memiliki pendapat atau kritik, harap mengisi formulir berikut dan kirimkannya melalui e-mail ke feedback@agriculture.gov.au atau ke alamat lengkap kami di bawah ini.

Italian

Se desiderate inviare una proposta o una critica, compilare il modulo allegato o contattare il Servizio di Traduzione e Interpretazione al numero 131 450.

Greek

Αν θέλετε να εκφράσετε ένας συμβουλή ή μια άρξενα, παρακαλούμε να ολοκληρώσετε το παρακάτω μοντέλο ή να επικοινωνήσετε με τη Διεύθυνση Μετάφρασης και Διερμηνείας στο τηλ. 131 450.

Japanese

ご意見・ご要望をお持ちの方は、弊社の規則に従って、お手数をおかけしますが、およりTELE 131 450までお問い合わせください。

Polish

Jeśli chcesz podzielić się swoimi ożywionymi, niezadowolonymi emocjami, proszę o wypełnienie poniższej formularzowej lub skontaktuj się z Biurem Kurierskim i Przekładów – tel. komórka 131 450.

Spanish

Si desea expresar una idea o una crítica, llena el formulario adjunto o contactanos al teléfono 131 450.

Thai

ถ้าคุณมีความคิดเห็นที่คุณต้องการให้ทราบหรือคุณมีปัญหาที่ต้องการให้ช่วยเหลือ โปรดกรอกฟอร์มที่แนบมาหรือติดต่อทีมงานบริการแปลและรับรองที่เบอร์ 131 450.

Vietnamese

Nếu bạn có ý kiến hoặc ý kiến phê bình, hãy điền vào ô để đồng ý hoặc równie, mở rộng ý kiến phê bình của mình, hãy liên hệ với Chúng Tôi tại Số ĐI, Tôn Thất Thuyết, Số Điện: 131 450.
What can I provide feedback about?
You can provide a suggestion, compliment or complaint about any aspect of the services provided by the department.

How will my feedback be treated?
If you telephone, we aim to respond to your contact within two working days of receipt.
If you write, email or lodge an online form we aim to acknowledge you within two working days of receipt.
If you have requested a response to your feedback we aim to respond within 10 working days of the date you provide the complete details of the matter you would like us to look into. If the matter is complex, it may take longer in which case an interim response will be provided.
If you are not satisfied with the outcome you receive, you may request an internal review of the decision or contact the Commonwealth Ombudsman by telephone (local call charge) on 1300 362 072, 9am to 5pm (AEST), Monday to Friday or email: ombudsman@ombudsman.gov.au.

How to contact us
If you want to provide feedback to us, you can:
Mail: Complete the included feedback form, or write to: Department of Agriculture Client Feedback Reply Paid 858 Canberra ACT 2601
Phone: +61 2 6272 3084
Online: Complete the online feedback form available at www.daff.gov.au/about/contactus
Email: clientfeedback@agriculture.gov.au
In person: Contact us directly at your nearest Department of Agriculture office.

Need help to make a comment?
If you require an interpreter you can contact us through the Translating and Interpreting Service (TIS) on 13 456.
If you have hearing, speech or communication impairment you can contact us through the National Relay Service (NRS) on 1300 555 727.
If you need Speech-to-Speech Relay (SSR) contact the National Relay Service (NRS) on 1300 562 072 from 9am to 5pm (AEST), Monday to Friday or email: ombudsman@ombudsman.gov.au.

How will the Department of Agriculture protect my privacy?
‘Personal information’ means any information or opinion about an identified, or reasonably identifiable, individual.
‘Sensitive personal information’ means any information or opinion about an individual’s racial or ethnic origin, political opinion or association, religious beliefs or affiliations, philosophical beliefs, sexual preferences or practices, trade or professional associations and memberships, union membership, criminal record, health or genetic information and biometric information or templates.
The collection of personal information by the Department of Agriculture in relation to this Suggestion, Compliments and Complaints form is for the purposes of improving and maintaining our services and/or to investigate and respond to your feedback. If the relevant personal information requested in this Suggestion, Compliments and Complaints form is not provided by you, the department may be unable to assess or process your feedback. This may result in extended delays or an inability to respond to your feedback.

Personal information may be disclosed to other Australian agencies, including persons or organisations where necessary for these purposes, provided the disclosure is consistent with relevant laws, in particular the Privacy Act 1988 (Privacy Act).
Your personal information will be used and stored in accordance with the Privacy Principles.

By completing and submitting this form you consent to the collection of all personal information, including sensitive personal information, contained in this form. The department’s Privacy Policy, including information about access to and correction of your personal information, can be found at: http://www.daff.gov.au/about/privacy
To contact the department about your personal information or to make a complaint:
Phone: Switchboard +61 2 6272 3933
Email: privacy@agriculture.gov.au
Post: Privacy Contact Officer, Department of Agriculture GPO Box 858, Canberra ACT 2601

Suggestion  Compliment  Complaint
Type of feedback
Suggestion  Compliment  Complaint
Feedback details
Please provide details of your feedback outlining your contact with the department including dates, location, service, names and phone numbers of officers if available. (Attach a separate sheet if the space below is insufficient).

Please complete your details:
Contact Name: __________________________________________
Company Name (if applicable): _______________________________
Address: __________________________________________________
Email: ____________________________________________________
Phone: ____________________________________________________
Postcode: __________________________________________________
State: _____________________________________________________

Would you like a reply?
Yes ☐ No ☐

Today’s date: ____________________________________________
I have read and ____________________________________________

Preferred method of contact:
Email ☐ Phone ☐ Post ☐

What I would like see happen is: ______________________________

Suggestions, Compliments and Complaints

This document is for you to provide feedback on your interactions with the Department of Agriculture.

Whether you are pleased with our performance or we have not met your expectations, we highly value your comments. Feedback can be suggestions, compliments or complaints - all are vital in helping us understand your views and experiences with the department.

Combined with structured industry consultation, your feedback helps us to continually improve our service delivery. We are committed to providing our services in ways that consider the impact on you, while meeting our legal and community obligations.

Our feedback process aligns with the Department of Agriculture Client Service Charter.

For example, your feedback is used to continually improve our service delivery.

If you have any concerns or suggestions or wish to make a complaint, you can contact us through the Translating and Interpreting Service (TIS) on 13 456.

If you have hearing, speech or communication impairment you can contact us through the National Relay Service (NRS) on 1300 562 072.

If you need Speech-to-Speech Relay (SSR) contact the National Relay Service (NRS) contact the National Relay Service (NRS) on 1300 562 072.

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