



Australian Government
Australian Quarantine and Inspection Service



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www.aqis.gov.au

Phone: +61 2 6272 3084 Fax: +61 2 6272 5508

Email: clientfeedback@aqis.gov.au

AQIS Compliments and Complaints



AQSM002 (June 2010)

Compliments and Complaints

English

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

如果您要进行表扬或投诉，请填写附上的表格或致电笔译及口译服务处131 450。

Chinese-Traditional

如果您要進行表揚或投訴，請填寫附上的表格或致電翻譯及傳譯服務處131 450。

Indonesian

Jika Anda ingin menyampaikan pujian atau keluhan, silahkan mengisi formulir terlampir atau menghubungi Layanan Penerjemahan dan Juru Bahasa melalui nomor telepon 131 450.

Italian

Se desiderate complimentarvi oppure sporgere un reclamo, compilate il modulo allegato oppure chiamate il Servizio traduzioni ed interpreti al numero 131 450.

Greek

Αν έχετε κάποιο επαινετικό σχόλιο ή παράπονο παρακαλούμε συμπληρώστε το εσώκλειστο έντυπο ή τηλεφωνήστε στην Μεταφραστική και Διερμηνευτική Υπηρεσία στο 131 450.

Japanese

ご感想やご不満をお持ちの方は、同封の用紙に記入なさるか、または131 450の翻訳・通訳サービスまでお電話ください。

Polish

Jeśli chcesz zgłosić pochwałę lub złożyć zażalenie, prosimy o wypełnienie załączonego formularza lub zadzwonienie do Biura Tłumaczy Pisemnych i Ustnych pod numer 131 450.

Spanish

Si tiene un cumplido o una queja, sírvase completar el formulario adjunto, o llamar al Servicio de Traducción e Interpretación (TIS) al 131 450.

Thai

ถ้าท่านมีเรื่องจะชม หรือร้องเรียน โปรดกรอกแบบฟอร์มที่แนบมานี้ หรือโทรศัพท์ถึง บริการแปลและล่าม ที่หมายเลข 131 450

Vietnamese

Nếu quý vị có lời khen hay than phiền về chúng tôi, xin quý vị điền vào phiếu đính kèm hay điện thoại cho Dịch Vụ Phiên Dịch và Thông Ngôn số 131 450.



Australian Government
Australian Quarantine and Inspection Service

Delivery Address:
 GPO Box 858
 CANBERRA ACT 2601



AQIS Client Feedback
 Reply Paid 858
 CANBERRA ACT 2601

No stamp required
 if posted in Australia



AQIS

Compliments and Complaints

From the Executive Director

The *AQIS Compliments and Complaints* form is designed to let you comment on our services.

Whether you are satisfied with our performance or if we have not met your expectations, we value your feedback.

We are committed to ongoing business improvement and want to ensure your needs are foremost when developing and refining our business processes and practices.

In return, we ask for honesty and respect in your dealings with us. We also ask for and value your feedback.

This feedback together with structured industry consultation helps us to continually improve our programs and the efficiency of our services—and in turn to better meet your needs.

For our commercial clients, we recognise that government regulation can be seen as a cost to the business. Equally, our quarantine and export inspection and certification services are an enormous contributor to Australia's reputation in international markets—and that's why we seek to work as an active partner with industry to maintain and enhance this reputation.

We are committed to providing our services in ways that consider the impact on you while meeting our legal obligations as well as those to the Australian community at large.

This feedback helps us to continually improve our programs and the efficiency of our services.

Rona Mellor

How to contact us

You can contact AQIS by:

Mail: Either complete the *AQIS Compliments and Complaints* form attached or write to:

AQIS Client Feedback
Reply Paid 858
CANBERRA ACT 2601

Phone: +61 2 6272 3084 **Fax:** +61 2 6272 5508

Online feedback: Complete the *AQIS Compliments and Complaints* form available at www.aqis.gov.au

Email: clientfeedback@aqis.gov.au

You can also:

- > Speak to an AQIS officer
- > Contact the relevant regional or district manager using the contact details listed below:

Adelaide **email:** saaqis@aqis.gov.au
ph: +61 8 8201 6000

Brisbane **email:** qldaqs@aqis.gov.au
ph: +61 7 3246 8755

Cairns **email:** nqldaqs@aqis.gov.au
ph: +61 7 4030 7800

Darwin **email:** ntaqis@aqis.gov.au
ph: +61 8 8920 7000

Hobart **email:** tasaqs@aqis.gov.au
ph: +61 3 6233 3352

Melbourne **email:** vicaqs@aqis.gov.au
ph: +61 3 8318 6700

Perth **email:** waaqs@aqis.gov.au
ph: +61 8 9334 1555

Sydney **email:** nswaqs@aqis.gov.au
ph: +61 2 8334 7444

If you wish to take your complaint outside of AQIS, please contact:

Office of the Commonwealth Ombudsman

Toll free: 1300 362 072 Website: www.ombudsman.gov.au

All information provided to AQIS remains strictly in-confidence and personal information is protected under the *Privacy Act 1988*. Your information will be used for internal reporting and to respond to your inquiry. It may be passed on to other Commonwealth agencies if your complaint relates to that agency. For more information, please visit:

<http://www.daff.gov.au/aqis/about/contact/compliments-complaints>

AQIS Compliments and Complaints

You would like to comment on:

- The general performance of AQIS
- Specific occurrence/incident
- Our policies

Location: _____

Which activity were you involved in with your dealings with AQIS?

- Exports
- Quarantine and Imports
- Administrative Services

Which commodity were you involved with?

- Meat
- Imported food safety
- Grains
- Dairy
- Cargo clearance
- Fish
- Seaports/ballast water
- Other (please specify): _____
- Horticulture/plant material
- Mail
- Live animals
- Airports
- Animal quarantine stations
- Plant quarantine stations

Your comment is best described as relating to which issue?

- Export facilitation
- Staffing/inspectors
- Legislation/conditions protocol
- Fees and charges
- Other (please specify): _____
- Co-regulation
- Documentation
- Information/advice provided

Please provide brief details:

Have you brought this to the attention of AQIS before?

- Yes
- No

If yes, when? _____

Who was the action officer who dealt with the matter?

What was the result?

Did you find our performance:

- Exceeded expectations
- Met expectations
- Did not meet expectations

We welcome suggestions on how we can improve our service:

Can an AQIS officer contact you regarding your comments?

- Yes
- No

Please complete your personal details:

Contact name: _____

Company name: _____

ABN no.(if applicable): _____

Registered establishment no. (if applicable): _____

Address: _____

State: _____ Postcode: _____

Phone: _____

Facsimile: _____

Email/internet address: _____

Date: _____