



Australian Government
**Department of Immigration
and Border Protection**

Department of Immigration and Border Protection

Client Feedback Policy

Released by DIBP under the
Freedom of Information Act 1982

Feedback - Compliments, complaints and suggestions for the Department of Immigration and Border Protection

The Department of Immigration and Border Protection maintains an open and accountable client feedback culture that is fair, lawful and reasonable.

The Department recognises and values feedback as a valuable element in understanding all interactions with the Department. Whether you are pleased with our performance or we have not met your expectations, we value your comments.

Feedback can be compliments, complaints and suggestions:

- Compliments are praise or congratulations about any aspect of our services, performance or how we do business.
- Complaints are an expression of dissatisfaction or unmet expectations about any aspect of our service or the way we conduct our business.
- Suggestions are ideas on how we could improve our services or do our business differently.

The Department values feedback. If we get things wrong, we need to address and evaluate such instances to resolve these matters promptly. Similarly, we should recognise when we are complimented on our service and performance.

We are committed to providing services in ways that are considerate of the impact to:

- Passenger movement
- Cargo clearance
- Compliance monitoring
- Operational activities
- Visa and Citizenship applications and processes
- Service providers and partners.

Information about how and where you can provide feedback is clearly displayed at all Department of Immigration and Border Protection offices and on our website. In addition, you can request this information from Department officers during the following activities:

- Interactions with Departmental staff throughout Visa and Citizenship processing and related business
- At Departmental client service counters or service providers
- Contacting the Department directly at any of its offices, in Australia or overseas
- Interacting with DIBP staff during passenger movements.

You can provide a compliment, complaint or suggestion about any aspect of the services provided or funded by the Department.

Out of Scope

Some feedback received from clients of the Department, does not fall within the scope of this policy and is listed below.

This policy **does not** cover:

1. allegations against an employee or representative of the Department
 - a. The Department has a strong integrity framework that applies to all its workers. If you consider that there has been inappropriate, dishonest or illegal conduct by an individual or group of individuals employed by, or acting on behalf of the Department, we ask that you report it to us as soon as possible.
 - b. You should provide as much specific information about your allegation as you can. This should include:
 - i. details on what is alleged to have occurred
 - ii. the identity of the staff suspected of engaging in the alleged conduct or behaviour (if known)
 - iii. information about any witnesses to the alleged incident
 - iv. any relevant business areas within the Department

For more information see: [Public Interest Disclosure Scheme](#)

2. decisions where an external review or appeal mechanism already exists
3. information or requests relating to Human Resource matters or Departmental employment issues and/or conditions.
4. allegations about misconduct or criminal conduct
 - a. These will be investigated under the Australian Public Service (APS) Code of Conduct through the appropriate Departmental channels.

For information on clients wishing to seek compensation see: [Compensation for Detriment caused by Defective Administration](#)

5. feedback received regarding Regional Processing Centres (RPCs)
 - a. Feedback regarding RPCs is out of scope for this policy and is referred to contract management for review.
6. feedback received addressed to the Minister will be treated as Ministerial and closed within the feedback management system.
7. social media is not a recognised channel from which the Department receives client feedback.

How to provide your feedback

Online	To provide feedback, please follow the link to access our online feedback form	
Mail	Department of Immigration and Border Protection The Manager Global Feedback Unit GPO Box 241 Melbourne, Victoria, Australia 3001	
In Person	At any of our offices in Australia or Overseas	
Phone	Within Australia	133 177

Need assistance providing feedback?

The following services are available:

- Translating and Interpreting Service (TIS) on 131 450 (within Australia)
- Text telephone (TTY) or modem callers can contact the National Relay Service (NRS) on 133 677 (within Australia)
- Speech to Speech Relay (SSR) via the NRS on 1300 555 727 (within Australia)

Privacy

Your personal information is protected by law, including the *Privacy Act 1988*. Important information about the collection, use and disclosure (to other agencies and third parties, including overseas entities) of your personal information, including sensitive information, is contained in our Privacy Notice (Form 1442i).

Copies of the Privacy Notice are available at www.border.gov.au/privacy or at any departmental office. You should ensure that you read and understand the Privacy Notice.

What happens to my feedback, how will it be treated?

If your complaint is made by telephone or webform we will formally acknowledge your contact within two working days and respond within 15 working days of acknowledgement. If the matter is complex it may take longer to investigate, in which case an interim response may be provided.

If your complaint is made by mail it will be acknowledged within five working days and responded to within 15 working days of acknowledgement.

The Department may not respond to complaints which are not relevant to the Department or to complaints which do not contain sufficient information.

If you are not satisfied with your outcome, you may request an internal review or contact the Commonwealth Ombudsman on: 1300 362 072 or online at www.ombudsman.gov.au