AUSTRALIAN CUSTOMS NOTICE NO. 2004/13

Customs revises Client Service Charter and Complaints and Compliments brochures

# Delivering Client Service

Customs is accountable to the community and Parliament for the quality of service to clients.

Our Client Service Charter captures relevant service standards and outlines our commitment to providing a high level of service at all times. The charter has recently been revised.

Customs has also revised and improved its guide to lodging complaints and compliments.

The Client Service Charter and the Complaints and Compliments brochure is available at: [www.customs.gov.au](http://www.customs.gov.au/) under ‘complaints and compliments’. Brochures are also available at Customs offices throughout Australia.

# Any questions?

Inquiries concerning this notice may be directed to Director, Corporate Planning, on telephone number (02) 6275 5706 or fax number (02) 6275 8099.

CHRISTINE MARSDEN-SMEDLEY

National Manager

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