



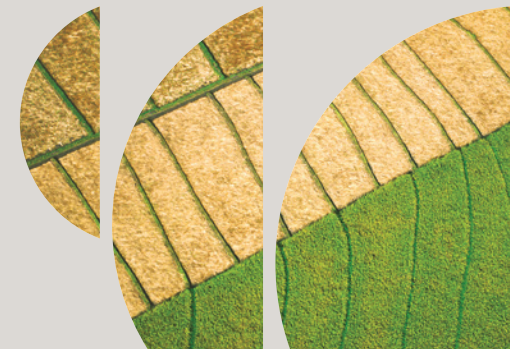
**Australian Government**  
**Department of Agriculture**  
**and Water Resources**

# Suggestions, Compliments and Complaints



## The 'Biosphere' Graphic Element

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.



+61 2 6272 3084



[clientfeedback@agriculture.gov.au](mailto:clientfeedback@agriculture.gov.au)  
[agriculture.gov.au](http://agriculture.gov.au)

DA2223\_1115 (revised November 2015)

## 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，请填写桌上的表格或致电笔译及口译服务处131 450。

## Chinese-Traditional

如果您要进行表扬或投诉，请填写桌上的表格或致电翻译及传译服务处131 450。

## Arabic

إذا كنت لديك ملاحظة أو شكوى، يرجى ملء الاستمارة المرفقة أو الاتصال بخدمة الترجمة الخطية والفورية على الهاتف رقم 131 450.

## Korean

불만이나 칭찬 사항이 있으시면, 첨부 양식을 작성하시거나 131 450번의 통번역 서비스로 전화해 주시기 바랍니다.

## 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。

## 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.

## Italian

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

## Thai

ถ้าท่านมีเรื่องจะชม หรือร้องเรียน โปรดกรอกแบบฟอร์มที่แนบมานี้ หรือโทรศัพท์ถึงบริการแปลและล่าม 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.

## Hindi

अगर आप कोई प्रशंसा व्यक्त करना चाहते हैं या शिकायत करना चाहते हैं, तो कृपया संलग्न फार्म को भरें या 131 450 पर अनुवाद और दुभाषिया सेवा को कॉल करें।

## Farsi

اگر می خواهید تمجید و یا شکایت کنید، لطفاً فرم ضمیمه را خاتمه پری کرده یا به Translating and Interpreting Service (خدمات ترجماتی تحریری و شفاهی)، شماره 131 450 زنگ بزنید.

## Indonesian

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

# Suggestions, Compliments and Complaints



**Australian Government**  
**Department of Agriculture**  
**and Water Resources**

**Delivery Address:**  
GPO Box 858  
CANBERRA ACT 2601



Department of Agriculture and Water Resources Client Feedback  
Reply Paid 858  
CANBERRA ACT 2601



No stamp required  
if posted in Australia

# Suggestions, Compliments and Complaints

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

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 considers the impact on you, while meeting our legal and community obligations.

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



## 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.

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](mailto: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 and Water Resources Client Feedback  
Reply Paid 858  
Canberra ACT 2601

**Phone:** +61 2 6272 3084

**Online:** Complete the online feedback form available at [agriculture.gov.au/about/contactus](http://agriculture.gov.au/about/contactus)

**Email:** [clientfeedback@agriculture.gov.au](mailto:clientfeedback@agriculture.gov.au)

## Need help to make a comment?

If you require an interpreter you can contact us through the Translating and Interpreting Service (TIS) on 131 450.

If you have hearing, speech or communication impairment you can contact us through the National Relay Service (NRS) on 133 677.

If you need Speech-to-Speech Relay (SSR) contact the National Relay Service (NRS) on 1300 555 727.

## How will the Department of Agriculture and Water Resources 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 and Water Resources 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: [agriculture.gov.au/about/privacy](http://agriculture.gov.au/about/privacy)

To contact the department about your personal information:

**Phone:** Switchboard +61 2 6272 3933

**Email:** [privacy@agriculture.gov.au](mailto:privacy@agriculture.gov.au)

**Post:** Privacy Contact Officer,  
Department of Agriculture and Water Resources  
GPO Box 858, Canberra ACT 2601

# Suggestions, Compliments and Complaints

## Type of feedback

Suggestion  Compliment  Complaint

## Please complete your details:

Contact Name:

Company Name (if applicable):

Address:

State:

Postcode:

Telephone:

Email:

Today's date:

I have read and

## Would you like a reply?

Yes  No

## Preferred method of contact:

Email  Phone  Post

## 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).

## What I would like see happen is:

Tear off, moisten, fold and seal.