

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN CUSTOMS SERVICE

Question No. 90

Senator Ludwig asked the following question at the hearing on 31 October 2006:

Tourist Refund Scheme:

- a) How many complaints has Customs received?
- b) What is the nature of the complaints being received?

The answer to the honourable senator's question is as follows:

- a) The table below sets out the numbers of complaints received each year since the inception of the scheme.

2000/2001	1272
2001/2002	582
2002/2003	294
2003/2004	149
2004/2005	200
2005/2006	172
1 Jul - 31 Oct 06	15
Total	2684

- b) The most common complaint (31%) related to goods not being in the possession of the passenger. The next most common complaint groups related to passengers not presenting a valid tax invoice, and those who had failed to make a claim on departure.