

## **QUESTION TAKEN ON NOTICE**

### **SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2014**

#### **IMMIGRATION AND BORDER PROTECTION PORTFOLIO**

#### **(SE14/028) PROGRAMME – Internal Product**

Senator Carr (L&CA 59) asked:

Mr Vardos: [...] We also have a client feedback line specifically on the quality of our services.

[...]

Senator KIM CARR: How many have rung up? How many have contacted this line—this feedback line?

Mr Vardos: I would need to take that on notice

*Answer:*

The Global Feedback Unit received 18,358 calls in the period 1 July – 30 November 2014.