

# Complaints Form

If you are dissatisfied about the service delivery, services, decisions or actions of council or its staff and would like to lodge a complaint, please complete and submit this form.

## SECTION 1 – APPLICANT DETAILS

Applicant Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Contact Name of the Application: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## SECTION 2 – COMPLAINT DETAILS

Have you raised the complaint with us before:      Yes          No   

If Yes, tell us who you spoke to, what you were told and why you are still dissatisfied. Please attach any documentation you have from your previous contact. Use a separate sheet if needed.


For a NEW complaint, tell us what happened, who was involved, when and where did it happen?

For example, does your complaint involve a decision that impacts on you or perhaps the quality of our service?

Make sure you tell us the specific area where the problem occurred. Attach a separate sheet if needed.


## SECTION 2 – COMPLAINT DETAILS (Con't)

What would you like to see happen, as a result of your complaint?


## DECLARATION

I \_\_\_\_\_ declare that the information provided by me in this application is true and correct and I consent to the making of enquiries and exchange of information with authorities of any Local, State/Territory or Commonwealth department in regards to any matters relevant to this application.

**Applicant Signature:**

**Date:**

### Douglas Shire Council – Privacy Collection Notice:

Douglas Shire Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which the council manages personal information is governed by the *Information Privacy Act 2009* (Qld). We are collecting your personal information in accordance with the *Local Government Act 2009* so that we can assess and finalise your application. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage your personal information please see our Information Privacy Policy.

## WHAT TO EXPECT

We take complaints seriously. We will contact you within 10 working days of receiving this complaint to advise you of what we will do and the expected time it will take. Your information will be treated confidentially. Thank you for bringing this matter to our attention.

## WHAT TO EXPECT

You are providing personal information which will be used for the purpose of delivering services and carrying out council business.

Your personal information is handled in accordance with the *Information Privacy Act 2009* and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given permission or the disclosure is required by law.

Any personal information you choose to provide will only be used for the purpose for which it was provided and will not be disclosed to other persons or organisations without your prior consent or if required by law.