

# Administrative Action Complaint Form

If you have a problem, issue or concern about the service, decision or action of Douglas Shire Council, we would like to hear about it.

**1. MY COMPLAINT IS ABOUT**

- ☐ An action or decision about a matter of Council administration that has directly affected me
  - ☐ An act or a failure to do an act by a Council employee
  - ☐ The unprofessional personal conduct of a Council employee
  - ☐ The misuse of authority by a Council employee
  - ☐ Another administrative matter

## 2. APPLICANT DETAILS

**Applicant Name:**

**Contact Address:**

**Contact phone:**

**Preferred:**    Email: ☐      Phone: ☐      Letter: ☐

**Email:**

### 3. DETAILS OF COMPLAINT

Please provide as much detail as possible. For example, who was involved, where and when the action occurred. Attach further information and photographs on a separate sheet if necessary.

[illegible]

#### 4. OUTCOME I AM SEEKING

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


#### 5. WHAT TO EXPECT

Your complaint will be recorded and you will be provided with a complaint reference number. Council aims to finalise complaints within 20 working days. However more complex complaints may take up to 40 working days to resolve.

##### **Anonymous Complaints**

An affected person can make an anonymous complaint to Council. In doing so, it is important to provide as much information as possible for the complaint to be assessed and investigated. Where a complaint is made anonymously, it will not be possible to advise the affected person of Council's decision.

#### 6. APPLICANT SIGNATURE

<b>Applicant Signature:</b>		<b>Date:</b>	
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This form can be lodged using one of the below methods.

Email:	In Person:	Post:
<a href="mailto:enquiries@douglas.qld.gov.au">enquiries@douglas.qld.gov.au</a>	Mossman Administration Building 64-66 Front Street, Mossman  Port Douglas Community Hall Mowbray Street, Port Douglas	The Chief Executive Officer Douglas Shire Council PO Box 723 Mossman QLD 4873

Thank you for bringing this matter to our attention.

#### PRIVACY NOTICE

##### **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.