

GENERAL COMPLAINTS FORM



If you have a general complaint you would like to lodge, simply fill out this form and send it to the Chief Executive Officer, Townsville City Council, PO Box 1268, Townsville Qld 4810. If you prefer, you can ring us on **07 4727 9000** and speak with a Customer Service Representative, or visit our website www.townsville.qld.gov.au to access an electronic version of this form, which can be emailed to us.

PERSONAL DETAILS

Name:			
Address:			
Telephone:	(h)	(w)	(m)
Date:			

COMPLAINT DETAILS

Have you raised the complaint with us before? YES NO

If YES, tell us why you are still dissatisfied. 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 service? Make sure you tell us the specific area where the problem occurred. Attach a separate sheet if needed.

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

Have you done anything about your complaint already? Perhaps you have sought assistance from your local Councillor, solicitor or an investigative agency? YES NO

If YES, please advise details such as the person you spoke to, when and advice given.

WHAT TO EXPECT

We take complaints seriously. We will contact you within five 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.