

Complaint Form

Local Government Act 2009

Townsville City Council (Council) is committed to an open, unbiased and accountable complaints management process to enable the transparent and timely resolution of complaints.

Complaints received by Council will be handled fairly, efficiently and effectively and managed in accordance with Council's Complaint Management Policy and Complaint Management Procedure.

Methods for Submitting a Complaint

Council will accept verbal or written complaints. Council encourages people to put their complaint in writing to assist its workers to clearly understand the complaint and enable appropriate action.

Complaints may be submitted to Council using the following methods:

Verbal Complaints	Written Complaints
<ul style="list-style-type: none"> Via telephone - 13 48 10 In-person at any Council Customer Service Centre 	<ul style="list-style-type: none"> Deliver the written complaint in-person to a Council Customer Service Centre Post the written complaint to: Attention Customer Service Townsville City Council PO Box 1268, Townsville Qld 4810 Send via e-mail to: enquiries@townsville.qld.gov.au

Using This Form

Council has developed this form to assist complainants and workers in accurately recording and understanding the background and context relating to the complaint to inform how Council will handle the complaint.

Complete the attached Complaint Form and return it to Council via one of the methods outlined above for "written complaints".

Contact Customer Service (13 48 10) for assistance in completing this form.

What Happens Next

If you are reporting an issue to Council for the first time, this will be regarded as a **new** request for service.

If you have previously reported the issue to Council and are dissatisfied with the decision or outcome, this will be regarded as a **complaint**.

Council will treat all complaints confidentially, with due respect and in a timely manner with the aim of reaching a resolution acceptable to both Council and the complainant.

Council will acknowledge receipt of the complaint, either verbally or in writing, within three business days and at that time provide to the person making the complaint:

- contact details for the Complaints Officer who will manage their complaint;
- an outline of Council's complaints management process; and,
- an estimate of the timeframes for Council's actions.

For More Information

Visit Council's website (www.townsville.qld.gov.au) or contact Customer Service (13 48 10).

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Personal Details

Name of Person Making the Complaint:		
Address:		
Telephone:	Home:	
	Work:	
	Mobile:	
E-mail:		
Date of Submission:		

Complaint Details

Have you previously reported this issue to Council?	YES <input type="checkbox"/> If you have previously raised this issue with Council, please tell us why you are dissatisfied with the decision or outcome. Attach any documentation you have from your previous contact. Use a separate sheet if needed.	NO <input type="checkbox"/> If you are reporting this issue to Council for the first time, this will be regarded as a new request for service. Please detail below: <ul style="list-style-type: none">• What happened?• Who was involved?• When did the issue occur?• Where did it happen? Attach a separate sheet if needed.
	Details of the Complaint: <i>E.g. Does the issue involve a decision that impacts on you or perhaps the quality of service? Attach a separate sheet if needed.</i>	

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Authorised by - Director, Business Services

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Customer & Digital Services | Complaint Form

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Summary of Your Actions to Date:	Have you sought assistance from your local Councillor, a solicitor or an investigative agency?	YES <input type="checkbox"/>	If YES, please provide details such as the person you contacted, when and the advice received.
		NO <input type="checkbox"/>	
Comments:			

Acknowledgement

All information provided above is true and correct to the best of my knowledge.

Signature	
Name	
Date	
Privacy Collection Notice >> Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties, including receiving and investigating complaints. We respect the privacy of the personal information held by us. The way in which the Council manages personal information is governed by the <i>Information Privacy Act 2009</i> . 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 personal information, please see our Information Privacy Policy.	

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