

# COMPLAINT 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, 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 **13 48 10** and speak with a Customer Service Representative, or visit our website [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au) to access an electronic version of this form, which can be emailed to us.

## PERSONAL DETAILS

<b>Name:</b>			
<b>Address:</b>			
<b>Telephone:</b>	<b>(h)</b>	<b>(w)</b>	<b>(m)</b>
<b>Date:</b>			

## 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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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.

## ACKNOWLEDGEMENT

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

Signature \_\_\_\_\_ Date \_\_\_\_\_

## 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.

## COLLECTION NOTICE

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 us permission or the disclosure is required by law.