

The *Complaint* form is to be used to report a complaint relating to a Local Government decision, service, staff member or the conduct of a Councillor.

To return your completed form or for further information, please contact Council via email, [council@hinchinbrook.qld.gov.au](mailto:council@hinchinbrook.qld.gov.au), phone 07 4776 4600, in person at Council's Main Office, 25 Lannercost Street, INGHAM QLD, or via post PO Box 366, INGHAM QLD 4850.

CONTACT DETAILS	
Name	
Address	
Phone	
Email	

SUBJECT MATTER OF COMPLAINT (ACTION/DECISION)	
Incident Location/Address	
Date of Incident	
Have you raised this complaint with Council previously?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Customer Request Number (if known)	
Who did you last talk or write to and when?	

If you answered **NO** to the above question, please provide relevant information supporting the complaint, grounds of the complaint (Why action/decision is wrong) and any detriment suffered (how affected).  
If there is insufficient room to answer the questions, please attach extra page(s).

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If you answered YES to the above question, please tell us why you are still dissatisfied.  
If there is insufficient room to answer the questions, please attach extra page(s).

Provide details on desired outcome/s of request (action to resolve the complaint).  
If there is insufficient room to answer the questions, please attach extra page(s).



WHAT HAPPENS NOW	
How will your complaint be investigated?	<p>Council has a complaints management policy to ensure all complaints are dealt with in a fair and efficient manner. Your comments provide us with valuable feedback to allow for continuous customer service improvement.</p> <p>To ensure your complaint progresses:</p> <ul style="list-style-type: none"> <li>Council will direct your complaint to the relevant business area;</li> <li>That business area will investigate the issue and respond directly to you;</li> <li>A Council officer may contact you to discuss your concerns or to ask for further information; and</li> <li>Council will respond to your complaint, stating the reasons for our view.</li> </ul> <p>In some cases, your complaint may be reviewed by an independent Council officer if other avenues of investigation have been exhausted.</p>
How long will the process take?	<p>Council will do its best to resolve your complaint as soon as possible. However, you should allow up to 40 days, depending on the nature and complexity of your complaint.</p> <p>If required Council may also request an extension of time of up to 30 days to properly complete the investigation into your complaint.</p> <p>You should be aware that by lodging a complaint, the matter will not automatically be suspended or put on hold.</p>
Further Action	<p>If you are not satisfied with the outcome of your concerns, you have the right to request an internal review. If you are still not satisfied you may take your complaint to an external agency, such as the Queensland Ombudsman or Judicial Review.</p>

### Privacy Notice and Disclaimer

Council is collecting your personal information to process your submission as stated in this form. The collection of this information is authorised under the *Local Government Act 2009*. Your personal information will not be disclosed to a third party unless required by law.

SIGNATURE REQUIRED			
Signature		Date	

OFFICE USE ONLY – DEPARTMENT TO COMPLETE			
Received by		Received Date	
Referred to		Referred Date	
Customer Request Number			

