

I WANT TO MAKE A COMPLAINT

FACT SHEET



1. What is a complaint?

A complaint is an expression of dissatisfaction, orally or in writing, by a person who is directly affected by an administrative action of Council or its staff, including a failure to take action.

Section 268(2) of the *Local Government Act 2009* defines an ‘**administrative action complaint**’ as a complaint that –

- (a) Is about an administrative action of a local government, including the following, for example –
 - (i) A decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
 - (ii) An act, or failure to do an act;
 - (iii) The formulation of a proposal or intention;
 - (iv) The making of a recommendation; and
- (b) Is made by an affected person.

A request for service is NOT a complaint

2. What is a request for service?

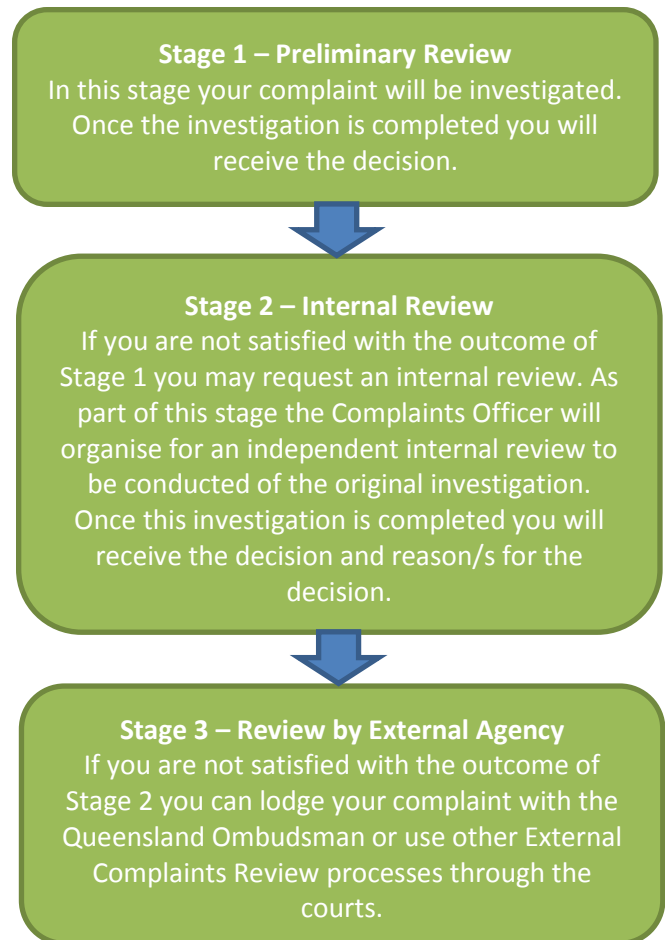
A request for service is where you want Council to take action. Examples include:

- A barking dog
- A leaking water pipe
- An overflow waste bin
- A pot hole
- Overgrown allotments
- Road maintenance
- Or another issue requiring Council services.

For a **request for service**, please phone Council on 1300 69 22 47.

3. What is Council’s Complaints process?

Council will try to resolve your complaint at the first point of contact, however, if this cannot be done, the complaint will be processed through our complaints management process below.



Notwithstanding, it is the right of the individual to lodge a complaint with an external complaint entity such as the Queensland Ombudsman at any time. However be aware that the Queensland Ombudsman may refer the complaint back to Council to investigate in line with Council’s Complaints Management Policy and Processes.

What matters are not covered by the Complaints Management Process?

- Requests for services
- Complaints relating to the conduct of Councillors. This is covered in a separate process.
- Complaints relating to competitive neutrality process.
- Staff Grievance