

Please note: This form should ONLY be used to lodge a complaint and NOT a request for service.

IMPORTANT NOTICE

Cairns Regional Council is collecting your personal information for the purposes of assessing your complaint and to ensure that Council is able to remain in contact with you regarding the status of your complaint. Your personal information will only be accessed by employees and/or Councillors of Cairns Regional Council. Some of this information may be given to an external investigator for the purposes of investigation, the person complained about where the rules of natural justice requires, the Queensland Ombudsman in the event that a review of Council's decision is requested, Council's solicitor or insurance broker and/or underwriter where legal or insurance advice is required, the Crime and Corrupt Commission and Queensland Police Service in the event that the matter involves criminal conduct or official misconduct and other authorised government agencies as required to process your complaint. Subject to the above disclosures, your personal information will not be given to any other agency unless you have given us permission or we are authorised or required by law to do so.

SECTION A Customer Details

Title: Mr. Mrs. Ms. Miss. Other

Surname: _____ First Name: _____

SECTION B Contact Details

Address: _____

Suburb: _____ Postcode: _____

Phone (h): _____ Phone (w): _____

Phone (m): _____ Fax: _____

Email Address: _____

Preferred Contact Method: Telephone Mobile Letter Email

SECTION C Complaint Details

Have you previously lodged a complaint with Council regarding this matter? Yes No

If YES, what date was the complaint made:

Have you been notified of progress, or the outcome? Yes No

If NO, have you previously lodged details of your complaint with any other agency/authority? Yes No

If YES, to whom: _____

Details of the Complaint

When did it happen? _____

Where did it happen? _____

Who was involved? _____

Please provide details of your complaint below. Any relevant supporting information which may be of assistance when assessing your complaint should also be attached.

Please include details such as grounds for the complaint (why you feel the action/decision was wrong), and any history on the matter that you feel is relevant.

What do you think Council should do to resolve your complaint? (Please keep your response factual, achievable and realistic).

SECTION D Acknowledgement

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

Signature: _____ Name: _____ Date: _____

SECTION E Office Use Only

Action Officer: _____

Position: _____ Date: _____

Complaint lodged: Telephone In person In writing

Note: _____

DM5 # _____