

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

**Privacy Statement**

Cairns Regional Council is collecting your personal information, including your name, address, email address, and telephone number for the purposes of investigating your complaint. Your information may be shared with investigation officers and with relevant personnel as part of the complaint and investigation process. We will only use your information for this purpose. It will otherwise not be used or disclosed unless authorised or required by law. Your personal information will be handled in accordance with the *Information Privacy Act 2009*.

**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): \_\_\_\_\_

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  NoIf 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. Note: The complaint will be dealt with in accordance with section 268 of the *Local Government Act 2009* and to do so you must be "An "affected person" who is a person who is apparently directly affected by an administrative action of a local government".

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: \_\_\_\_\_

DM# \_\_\_\_\_