

Complaints Form

Purpose of Form: This form will be used to record and resolve your complaint.

You can lodge a complaint on our Website: www.frasercoast.qld.gov.au; complete a feedback form located at our Offices; submit it in writing to Council; or discuss your concerns with the person you have dealt with. Council will endeavour to review the matter and resolve your complaint immediately. However, on occasions where this is not possible, we will provide an acknowledgement to you within ten business days and provide additional detail on the processing of your complaint.

1. PERSONAL DETAILS			
Title:	Surname:	First Name(s):	
Address:			Postcode:
Telephone: (Home):	(Work):	(Fax):	
Mobile:	Email:		
Preferred method to contact you:			
Are you the person affected by the complaint? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If no, please advise relationship to person affected by the complaint -			
<input type="checkbox"/> Parent	<input type="checkbox"/> Friend	<input type="checkbox"/> Other (please specify):	
If you are acting on someone's behalf, please advise their details:			
Title:	Surname:	First Name(s):	
Address:			Postcode:
Telephone (Home):	(Work):	(Fax):	
Mobile:	Email:		
Does the person affected by the complaint have a disability or other special need? If so, please specify:			
2. COMPLAINT DETAILS			
Date Lodging Complaint: _____			
Have you raised your complaint with us before? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If yes, tell us who you spoke to, what you were told and why you are still dissatisfied. Attach copies of any documentation you have from your previous contact. Use a separate sheet if required.			

For new complaints, tell us what happened? Who was involved? When and where did it happen? Does your complaint involve a decision that impacts on you, or the quality of service? Make sure you tell us the specific area where the problem occurred. Attach a separate sheet if required.

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What would you like to see happen as a result of your complaint?

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Have you done anything about your complaint already? If yes, please advise the details, for example who you spoke to, when you spoke to them and the outcome of the conversation.

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3. WHAT TO EXPECT

Council takes your complaint very seriously. We will endeavour to review the matter and resolve your complaint immediately. However, on occasions where this is not possible, we will provide an acknowledgement to you within ten business days and provide additional detail on the processing of your complaint.

OFFICE USE ONLY

Docs# _____

Customer Request No: _____