

## Complaints Form

**PRIVACY NOTICE:** Livingstone Shire Council is collecting the personal information you supply on this form for the purpose of recording and resolving your complaint.

Your personal details will not be disclosed to any other person or agency external to Council without your consent unless required or authorised by law. Your personal information is handled in accordance with the *Information Privacy Act 2009*.

### PERSONAL DETAILS

Your Name:					
Address:					
Suburb/Town:		State:		Postcode:	
Phone:		Email:			
Date:		Preferred Method of Contact	Phone	Email	Post
Are you the person affected by the complaint?		Yes	No		
In no, please advise of relationship to the person affected by the complaint:					
If you are acting on someone's behalf, please advise of their details:					
Name:					
Address:					
Suburb/Town:		State:		Postcode:	
Phone:		Email:			

### COMPLAINT DETAILS

Has the complaint been raised with Council previously?	Yes – Customer Request is	No
If yes, provide details of who you spoke to and an explanation why you are still dissatisfied.		

For a new complaint, 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.

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.

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

### 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.

This form can be lodged using one of the below methods:

Email:	In person:	Post to:
<a href="mailto:enquiries@livingstone.qld.gov.au">enquiries@livingstone.qld.gov.au</a>	25 Normanby Street, Yeppoon (Town Hall) 7 Hill Street, Emu Park (Library)	Livingstone Shire Council PO Box 2292 YEPPOON QLD 4703