

## Administrative Action Complaint 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*.

**Is this complaint about an administrative action of Council in relation to:**

- a decision, or a failure to make a decision, including failure to provide a written statement of reasons for a decision;
- an act, or failure to do an act;
- the formulation of a proposal or an intention;
- the making of a recommendation; and
- is made by an affected person.

**Yes**

**No** (you will need to make a request for service or lodge a complaint using the General Complaints Form)

Have you raised this complaint with Council previously

**Yes** - Customer Request Number is:

**No** (you will need to make a request for service or lodge a complaint using the General Complaints Form)

For further information, please refer to Council's [Administrative Action Complaint Management Policy](#).

**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

Please describe the specific administrative action and its effect that has led to this complaint. For example, who was involved, where and when the action occurred. Attach further information and photographs on a separate sheet, if necessary, to illustrate your matter.

**ADDITIONAL INFORMATION** - Were there any witnesses – if so, please provide name and contact details.

Name of Witness:

Contact Details:

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

## WHAT TO EXPECT

Council aims to resolve complaints as quickly and efficiently as possible. Your complaint will be recorded and you will be provided with a complaint reference number.

As the circumstances vary considerably between complaints, it is difficult to guarantee a set timeframe. The length of time taken will depend on how complex the matter is, however you will be kept informed of the progress of the investigation.

### Anonymous Complaints

An affected person may make a complaint anonymously. In these instances it is imperative for the affected person to provide sufficient information for the matter to be investigated. The affected person should note that it will not be possible for a Council employee to clarify or seek further information from them, and it will not be possible to advise them of any decisions, and reasons for the decisions, in relation to the anonymous complaint.

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

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