

Complaint lodgement form

Privacy notice

Gold Coast City Council collects personal information in accordance with section 268 of the Local Government Act 2009. The information will only be used by authorised Council officers to investigate complaints or in the case of escalated complaints, by authorised State government agencies for the purpose of reviewing decisions. Please consider that while Council does not disclose the identity of complainants, in certain circumstances, the subject of the complaint, of itself, will identify a complainant, e.g. a dividing fence. Information may be used to ensure Council's records are accurate. Details of complaints are stored on a secure file within Council and only de-identified information is used for reporting purposes. Personal information will not be issued unless Council has consent or is required by law to do so.

1. Personal details

| | | |
|-----------|--|------|
| Name | | |
| Address | | |
| Telephone | | |
| Email | | |
| Signed | | Date |

Are you the person affected by the complaint? Yes No

If you are acting on another person's behalf, please provide details about the affected person

| | |
|--|--|
| Name | |
| Address | |
| Telephone | |
| Email | |
| Your relationship to the affected person | |

2. Complaint details

Have you raised this complaint with Council before? Yes No

If yes, who did you last talk, or write, to and when?

Please describe the specific administrative action* and its effect, that has led to this complaint, who was involved, where and when the action occurred. Attach further information on a separate sheet if required.

| |
|--|
| |
| |
| |
| |

*Refer to definition of administrative action in Council's General Complaints Process Policy

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

| |
|--|
| |
| |
| |
| |
| |
| |
| |
| |

Complaint lodgement form (continued)

3. What to do with this form

Please send the completed form to:

**Chief Executive Officer
Gold Coast City Council
PO Box 5042
Gold Coast Mail Centre Q 9729
Email: gccmail@goldcoast.qld.gov.au
Facsimile: (07) 5596 3653**

Alternatively, the form may be left with a Customer Service Officer at any Council Administration Centre or Branch Office.

Office use only

| Received by | Date | Referred to | Date |
|-------------|------|-------------|------|
| | | | |

Officer Comments

What to expect

Council takes complaints seriously. An officer will contact you within 10 working days of receiving this complaint to advise you what Council will do to address this issue and how long that will take. If you have not received a response, please phone 1300 130 854.