

Complaint Lodgement Form

Council of the City of Gold Coast
 ABN 84 858 548 460
 PO Box 5042 GCMC Qld 9729
 P 1300 GOLDCOAST
 F 07 5596 3653
 E mail@goldcoast.qld.gov.au
 W cityofgoldcoast.com.au

Please use BLOCK LETTERS and complete all details in full.

Privacy statement

Council of the City of Gold Coast is collecting your personal information in accordance with the *Local Government Act 2009* in order to investigate complaints. The information will be used only by authorised officers and, in the case of escalated complaints, by authorised State government agencies for the purpose of reviewing complaint decisions. Please be aware that while the identity of a complainant will not be disclosed, in certain circumstances, the subject of the complaint, of itself, will identify a complainant, e.g. a dividing fence. Information collected may be used to ensure the City of Gold Coast's records are accurate. Details of complaints are stored on a secure file and only de-identified information is used for reporting purposes. Your information will not be given to any other person or agency unless you have given us permission or we are required or allowed to by law.

1. Personal details

Name	
Address	
Telephone / mobile	
Email	
Signed	
Date	

Are you the person affected by the complaint? Yes No

If you are acting on behalf of an affected person, please provide details about the affected person.

Name	
Address	
Telephone / mobile	
Email	

Your relationship to the affected person

2. Complaint details

Have you raised this complaint with the City of Gold Coast (City) before? Yes No

If yes, who did you speak with 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 necessary.

* Refer to definition of administrative action in the [Complaints \(Administrative Actions\) Policy and Procedures](#)

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

3. What to do with this form

Please send the completed form to:

Chief Executive Office
City of Gold Coast
PO Box 5042
GOLD COAST MC 9726
Email: mail@goldcoast.qld.gov.au

Alternatively, the form may be left with a Customer Service Officer at a City [Administration Centre or Branch Office](#).

4. What to expect

City of Gold Coast takes complaints seriously. A City Officer will contact you within 10 working days of receiving your complaint to advise you what will be done to address the issues raised and how long this will take.

5. Office use only

Date Received by	Date	Referred to	Date