

Request for information regarding your customer request

Planning and Environment
City Development
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F: 5596 3653
E: mail@goldcoast.qld.gov.au
W: cityofgoldcoast.com.au

Please read the following information carefully before proceeding with your request

- This request is for information concerning the progress or status of a **customer request** that you have made to Council's **Development Compliance** Section, **Contributed Assets** Section, or **Plumbing & Drainage** Section. Before submitting this request, please wait at least 30 business days from the date that you received your acknowledgement letter to allow a reasonable amount of time for Council officers to investigate the matter and to allow the respondent a reasonable amount of time to respond.

The information Council is able to provide will be limited to the actions Council has taken to investigate a complaint matter. Council will provide this information, where available, as a letter. The *Information Privacy Act 2009* requires that Council must not disclose an individual's personal information to another person or entity unless the disclosure is made within the scope of specific exemptions as set out under *Information Privacy Principle 11* of the Act.

- Privacy statement**

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the *Information Privacy Act (Qld) 2009* and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to <http://www.cityofgoldcoast.com.au/privacy>.

Council may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.

- It is Council's normal practice to respond to this request within 15 business days.
- Please use BLOCK LETTERS and complete all details in full**
- Note:** ▶ Denotes a **Mandatory** field

Contact details

- You are required to supply your name and a postal address for correspondence.
- If you are applying on behalf of another person, please complete this section with your details.
- If you are making this request on behalf of an organisation or company you must provide their name in the section below.

Given name	▶	Family name	▶
Organisation/company name			
Postal address	▶		
	Suburb	State	Postcode
Primary phone	Alternative phone		
Are you seeking access to information on someone's behalf?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Given name	▶	Family name	▶

You must attach **proof of your authorisation to act on the person's behalf**, such as legal documentation in support of your authority (for example: a client agreement if you are a solicitor) or written authorisation from the person concerned.

Customer request details

You are required to supply the customer request number that you were provided with in response to your original customer request. We are unable to process your request without this number. If you no longer have a copy of your customer request number you may bring in your form with photo identification to our Customer Counter. A Customer Counter Officer will verify your identification and forward your application for processing, providing the address of the property you have complained about will help us to confirm your details.

Customer request number	Section		
▶	Development Compliance <input type="checkbox"/>	Contributed Assets <input type="checkbox"/>	Plumbing & Drainage <input type="checkbox"/>
Subject property address	▶		

Fees

There is no fee associated with this form.

Declaration

I declare that:

- The information provided in this form is complete and correct.
- I have read the privacy notice.

Signature	▶	Date	▶ / /
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