

The *Administrative Action Complaint* form is to be used to report a complaint about a local government decision, service, staff member or the conduct of a Councillor.

To return your completed form or for further information, please contact Hinchinbrook Shire Council via email, council@hinchinbrook.qld.gov.au, phone (07) 4776 4600, in person at Council's Main Office, 25 Lannercost Street, INGHAM QLD, or via post PO Box 366, INGHAM QLD 4850.

CONTACT DETAILS	
Name	
Address	
Phone	
Email	

SUBJECT MATTER OF COMPLAINT (ACTION/DECISION)	
Incident Location/Address	
Date of Incident	
Have you raised this complaint with Council before	<input type="checkbox"/> Yes <input type="checkbox"/> No
Request Number (if known)	
Who did you last talk or write to and when?	

If you answered **NO** to the above question, please provide relevant information supporting the complaint, grounds of the complaint (Why action/decision is wrong) and any detriment suffered (how affected). Attach further information on a separate sheet if required.

If you answered YES to the above question, please tell us why you are still dissatisfied.
Attach further information on a separate sheet if required.

Provide details on desired outcome/s of request (action to resolve the complaint).



WHAT HAPPENS NOW	
How your complaint will be investigated?	<p>Council has a complaints management policy to ensure all complaints are dealt with in a fair and efficient manner. Your comments provide us with valuable feedback to allow for continuous customer service improvement.</p> <ul style="list-style-type: none"> • Council will direct your complaint to the relevant business area. • That business area will investigate the issue and respond directly to you. • A Council officer may contact you to discuss your concerns or to ask for further information. • Council will respond to your complaint, stating the reasons for our view. <p>In some cases, your complaint may be reviewed by an independent Council officer if other avenues of investigation have been exhausted.</p>
How long will the process take?	<p>Council will do its best to resolve your complaint at 'first point' of contact; however you should allow 14-45 days, depending on the nature and complexity of your complaint. You should be aware that by lodging a complaint, the matter will not automatically be suspended or put on hold.</p>
Further Action	<p>If you are not satisfied with the outcome of your concerns, you have the right to take your complaint to an external agency, such as the Queensland Ombudsman or Judicial Review.</p>

Privacy Notice and Disclaimer

You are providing personal information which will be used for the purpose of investigating your complaint as stated in this form. The collection of this information is authorised under the *Local Government Act 2009*. Your personal information will not be disclosed to a third party unless required by law.

Signature		Date	
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OFFICE USE ONLY			
Received by:		Received Date	
Referred to:		Referred Date	
Request Number			

