Customer Service Complaint Form

Council has developed a policy and procedure for **Reviewing Council customer service**. The procedure will be applied where an action by Council and/or Council's employee is deemed by you to be the cause of a complaint.

Whilst all attempts are made to deal with complaints quickly and efficiently without relying on a formal process, this may not always be possible. This procedure provides the basis and opportunity for an action to be formally assessed.

This Service Review will not normally apply where a more formal appeal mechanism or statutory process is in place (eg Planning Appeal), or where your complaint relates to a formal resolution made at a Council or Committee meeting.

Upon receiving your request, we will review our action. We guarantee that the review will be objective, undertaken within 10 working days and we will notify you of the outcome and our reasons for the decision.

What you need to do

- Complete this form or send us a letter outlining your complaint and a possible resolution, providing as much detail as possible.
- Lodge your request at the Customer Service desk or post it to the Chief Executive Officer (PO Box 9, Glenside 5065).

If you want assistance, please talk to any member of our Customer Service Team.

Your personal details

Name	Mr/Mrs/Miss/Ms		
Address			
Phone	Work:	Home:	Mobile:

Signature and Date

Do you wish to speak to someone about this matter? ☐ No

☐ Yes → ☐ By phone ☐ In person

Your concern is ?

Tell us what has happened, and the nature of your complaint. *(Please attach another sheet if required)*

Date of occurrence or decision	Name of council employee/ department (if relevant)

Where did the incident occur? (street, reserve, address - if not your own)

What can we do ?

Can the matter be resolved to your satisfaction? If so - tell us how

Review Outcome

Council staff only

Assessed by and title	**Date completed**

Resident notified ☐ **Yes** ☐ **No**

☐ **In person** ☐ **By telephone** ☐ **Written response (copy attached)**