



## CUSTOMER COMPLAINT FORM

<b>COMPLAINANT DETAILS</b>	
Name of Person Lodging Complaint:	
Address:	Daytime Contact No:
Date:	Email:

<b>COMPLAINT DETAILS</b>	
Date of Incident (if relevant):	Time:
Location of Incident:	
Who/What is the Subject of Your Complaint:	
Summary of Complaint/Issue:	

<b>WITNESS DETAILS (please leave blank if not relevant)</b>	
Name:	
Address:	Daytime Contact Number:

<b>COMPLAINT OUTCOME</b>	
As a result of making this complaint, is there any outcome you would like? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please provide details:	
<b>COMPLAINANT SIGNATURE</b>	<b>DATE</b>
<b>NAME OF EMPLOYEE RECEIVING COMPLAINT</b>	

**LODGEMENT**

The Coorong District Council will accept complaints in the following ways:

**a) In Writing**

- By mailing Council at PO Box 399, Taillem Bend SA 5260
- Faxed to Council on (08) 8572 3822
- By email to [council@coorong.sa.gov.au](mailto:council@coorong.sa.gov.au)

**b) In Person**

- By telephoning 8572 3611
- By attending one of Council’s Offices located at Taillem Bend, Tintinara and Meningie. The offices are open between 8.30am – 5.00pm Monday to Friday, noting that both Tintinara and Meningie close for lunch each day from 12.30pm–1.30pm.

**PROCESSING COMPLAINTS**

- Council will acknowledge all complaints within 3 working days and try to resolve complaints within 15 days.
- If we have made a mistake, you will receive a written apology.
- We will have due regard to your privacy.

Nat Traeger  
DIRECTOR CORPORATE & COMMUNITY

<b>INVESTIGATION DETAILS</b>	
Name of person investigating incident:	
Title:	Date of investigation:
Investigation details:	

(If no action is to be taken, please explain why)

<b>ACTIONS ARISING FROM INVESTIGATION</b>	<b>DATE TO BE COMPLETED</b>
Immediate:	
Further recommendations:	

<b>INVESTIGATION OFFICER</b>	
Signature:	Date:
Complainant Advised: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:

