



KOWANYAMA ABORIGINAL SHIRE COUNCIL

COMPLAINT NOTIFICATION FORM

This Form should **ONLY** be used to lodge a complaint about matters noted in **PART 1**. The Complaint Notification Form **MUST** be in writing and addressed to the Chief Executive Officer at the abovementioned address either by mail, fax or email.

Attention Chief Executive Officer

Type of Complaint

A Performance of employee , contractor or agent		B Action or inaction taken/failed to be taken by Council		C Complaint Regarding Council Enterprise	
D Complaint Against a Councillor		E Privacy Complaint			

NOTE: If you have ticked Box A, you should NOT use this Form. Your complaint should first be lodged in writing with the Executive Manager in charge of the personnel complained of.

BEFORE LODGING THIS COMPLAINT NOTIFICATION FORM, you should ensure that:

1. the complaint is not vexatious, frivolous or trivial;
2. the affected person has a sufficient **DIRECT** interest in the subject matter complained of;
3. the affected person does not have an alternate right of appeal, reference or review or other remedy that the person has not exhausted; and
4. this is not a complaint regarding a matter already decided by Council under its *Complaints Management Process Procedure*.

1. Complainant Details

Title	Last Name:	Fisrt Name (s) :	
Address			
Telephone (H)		(W)	(M)
Fax	Email		
Preferred Type of Contact			
Are you the person affected by the complain Y?N			
If No advise of relationship to the person affected by complaint			
Parent			
Friend			
Other			

2. Complaint Details

Have you raised a complaint regarding this subject matter before with Council? Yes / No

If "yes", date and mode of previous complaint/ notification:

If "yes", who did you speak or write to?

If "yes" were you notified of progress or outcome of the original complaint/ notification? Yes / No
Attach any documentation you have from your *previous* complaint/ notification.

Is this a new complaint? Yes / No Are you seeking an internal review of a recent decision made by Council? Yes / No

Provide full details of the Complaint: dates, times, persons involved, etc:

Have you done anything or spoken to anyone about your complaint already? Yes / No

Details of who you spoke to, including dates, times and content:

Signature of Complainant
Date:

Attach any documentation you have about your complaint.

What to Expect

After receipt of the Complaint Notification Form, Council will respond to you in writing no later than **14 (fourteen) business days**. If you do not receive a Complaint Response Notice within this period, you should contact the Council office on 07 40837100

3. ACKNOWLEDGEMENT

By signing this Complaint Notification Form, you acknowledge, agree and consent: -

- that all statements contained herein are true and correct; and
- to this document being used in the investigation of the Complaint, and if deemed appropriate by the Council, used in ancillary action pertaining to the conduct complained of; and
- that you will assist the Council fully in the investigation of this Complaint, and any ancillary action following the resolution of the Complaint, which may include your provision of evidence in a Court of Law or other forum; and
- to the release of your identity to the subject of the complaint.
- to the release of your allegations to the subject of the complaint.

INFORMATION PRIVACY STATEMENT

Your Personal Information is protected by law and can only be released to someone else where authorised by law or where you give your permission.

Council is collecting the Personal Information contained in this document for the purpose of addressing your complaint. This collection of Personal Information is authorised by law under *Local Government Act 2009* (Qld). It is Council's usual practice that the Personal Information contained in this document is disclosed to the Queensland Government as part of its regulatory requirements under *Local Government Act 2009* (Qld) and *Local Government Regulation 2012* (Qld).