

COMPLAINT LODGEMENT FORM

(This form is used to lodge a complaint about Mount Isa City Council not for requests for service or information).

1. PERSONAL DETAILS OF AFFECTED PERSON*					
Title Mr Mrs Miss Ms Other Name					
Address					
Email					
Phone Number			Date		
Preferred method of contact (mail or email)			Signature		
*You may wish to remain anonymous; however Council may not be able to properly investigate your complaint and may be unable to respond to you. Council may refuse to investigate anonymous complaints where insufficient information is provided.					
2. PERSONAL DETAILS OF AUTHORISED AGENT (who will act on behalf of the affected person)					
Agent Name					
Agent Address					
Email			Phone		
Preferred method of	referred method of contact (mail or email)		Signature		
Does either party have a disability or other special needs that we need to be aware of?					
No Yes If yes, please specify					
3. COMPLAINT DETAILS					
Have you raised the complaint with Council before?					
If yes, please provide the reference number.					
Where no reference number was provided, please provide details of who you spoke with and on what date.					
For a new complaint, tell us what happened. Who was involved? When and where did it happen? Does your complaint involve a decision that impacts you? Advise the specific area where the problem occurred. Attach a separate sheet, photos or other relevant information if needed.					



4. DETAILS OF ANY LOSS OR DETRIMENT YOU HAVE SUFFERED					
5. EXPECTED OUTCOME OR REMEDY (What would you like to see as a result of your complaint?)					
3. EXPECTED OUT COME ON NEMIEDT (What would you like to see as a result of your complaint?)					
Have you made any enquiries to another department about your complaint? Yes No If yes, please advise details, such as the person you spoke with, when and what advice was given.					
6. WHAT TO EXPECT					
We take complaints seriously. We will contact you in writing, within five business days of receiving your complaint to confirm reciept of your complaint, provide you with a reference number and advise you of what we intend to do and the expected time it will take.					
Your complaint will be assessed under the relevant policy and you will be notified of the outcome in writing. Please refer to the Mount Isa City Council Website for relevant policies, procedures and further information. Where your enquiry is assessed as being a request for service or information and not a complaint, you will be advised in writing of this decision.					
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This form can be lodged with Council;					
 In person at the Customer Services desk at Council's administration building at 23 West Street, Mount Isa; or By mail, addressed to the CEO, Mount Isa City Council, PO Box 815, Mount Isa QLD 4825; or By email on complaints@mountisa.qld.gov.au 					
OFFICE USE ONLY - RECEIVING OFFICER TO COMPLETE					
Date Received F	Received by				
Complaint Lodged by ☐ Email ☐ In Person ☐ Verbally ☐ Ar	nonymously Other:				
Complaint forwarded to: Governance Section (mandatory)					
Other					
OFFICE USE ONLY - GOVERNANCE OFFICER TO COMPLETE					
	Councillor Conduct				
☐ Employee Conduct ☐ Public Interest Disclosure	 ☐ Councillor Conduct ☐ Competitive Neutrality Complaint 				
	Administrative Action Complaint				
☐ Public Official Complaint ☐ Request for service or information (forward to Customer Services)	Other				
I request for service of information (lorward to customer services)					

PRIVACY STATEMENT

"Mount Isa City Council is collecting your personal information on this form in order to comply with its responsibilities and obligations as a Local Government. The information will only be accessed by authorised Council employees, who have a legitimate need for the information to process applications, requests etc. Your personal information will not be given to any other person or agency unless you have given us permission to do so or we are required to do so by law".