





**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?)**


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 receipt 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.

*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](mailto:complaints@mountisa.qld.gov.au)

**OFFICE USE ONLY - RECEIVING OFFICER TO COMPLETE**

Date Received		Received by	
Complaint Lodged by	<input type="checkbox"/> Email <input type="checkbox"/> In Person <input type="checkbox"/> Verbally <input type="checkbox"/> Anonymously <input type="checkbox"/> Other:		

Complaint forwarded to:  Governance Section (*mandatory*)  
 Other \_\_\_\_\_

**OFFICE USE ONLY - GOVERNANCE OFFICER TO COMPLETE**

<input type="checkbox"/> Employee Conduct	<input type="checkbox"/> Councillor Conduct
<input type="checkbox"/> Public Interest Disclosure	<input type="checkbox"/> Competitive Neutrality Complaint
<input type="checkbox"/> Public Official Complaint	<input type="checkbox"/> Administrative Action Complaint
<input type="checkbox"/> Request for service or information ( <i>forward to Customer Services</i> )	<input type="checkbox"/> Other

**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".*