

# Longreach Regional Council

96a Eagle Street, Longreach  
PO Box 144,  
ILFRACOMBE QLD 4727



Telephone: 07 4658 4111 Facsimile: 07 4658 4116

Email: [assist@longreach.qld.gov.au](mailto:assist@longreach.qld.gov.au)

Website: [www.longreach.qld.gov.au](http://www.longreach.qld.gov.au)

## Complaint Form

Longreach Regional Council wants to provide you with an easy way to lodge a complaint. Complete this form and forward to:

**The Chief Executive Officer, Longreach Regional Council, PO Box 144, ILFRACOMBE QLD 4727 OR**

**Email: [assist@longreach.qld.gov.au](mailto:assist@longreach.qld.gov.au)**

### Anonymous Complaint

**Please Note:** Council will receive and process anonymous complaints; however it should be noted that it is not possible for the investigating officer to seek further information or clarification from such complainants, nor is it possible for Council to advise such complainants of the outcome of any investigation or action taken as a result of the complaint.

If an anonymous complaint is made and is found to fit section 4.3 of the Complaints Management System, Management Directive or has insufficient information to allow for an investigation or appropriate decision, then the Chief Executive Office may decide to take no further action.

### Details:

Title       Mr       Mrs       Ms       Miss      Other (specify) \_\_\_\_\_

Contact Name:						
Postal Address:						
Contact Numbers:	Home:		Work:		Mobile:	
Email Address:						
Preferred Method of Contact:	<input type="checkbox"/> Phone	<input type="checkbox"/> Post	<input type="checkbox"/> Email			
Do you wish for someone to act as your agent on your behalf in relation to your complaint?					Yes	No
<b>If yes, please provide your agents details:</b>						
Contact Name:						
Postal Address:						
Contact Numbers:	Home:		Work:		Mobile:	
Email Address:						
Preferred Method of Contact:	<input type="checkbox"/> Phone	<input type="checkbox"/> Post	<input type="checkbox"/> Email			

**Complaint Details:**

Have you raised your complaint with Council before?  Yes  No

If yes, please provide the following: (please attach any documentation you have from your previous contact)

Who you spoke with:

What you were told:

Reasons why you are still dissatisfied:

**New Complaint:**

For NEW complaints, tell us WHAT happened? WHO was involved? WHEN and WHERE it happened? (e.g. Does your complaint involve a decision or action that impacted you or perhaps the quality of our service? Please be specific about the area the problem occurred. Attach a separate sheet if necessary).

What would you like to see happen as a result of your complaint?

Have you done anything about your complaint already? Perhaps you have sought assistance from your local member, solicitor, professional advisor, or an investigative agency. If yes, please advise details, such as the person you spoke to, when, and advice given:

**What to Expect**

Longreach Regional Council takes complaints seriously and will contact you within five working days to acknowledge receipt of this complaint. Council will then advise you of what will be done and the expected time it will take. Your information will be treated confidentially. A detailed document outlining our complaints process is available on our website, and is also available at the customer service desk. Thank you for bringing this matter to our attention.

Complainant Signature:

Date:

**Collection Notice**

Longreach Regional Council is collecting your personal information for the purpose of dealing with your complaint and meeting Council’s statutory reporting obligations. We will not disclose your personal information outside of Council unless we are required to by law, the information is the subject of an application pursuant to the Right to Information Act 2009 or you have given your consent. However, in order to perform the above functions, we may need to disclose your personal information to agencies, such as the Office of the Information Commissioner and the Queensland Ombudsman, and or other third parties (for example, to an agent you have authorised to act on your behalf). In addition, the information supplied on this form may be kept on a database for reporting/statistical purposes. Any information used for statistical reporting will be de-identified. By completing and signing this form and returning it to Longreach Regional Council, it will be taken that you have given your consent to manage your personal information in the manner described in this collection notice.