



Administrative Action Complaints

An Administrative Action Complaint (complaint) is an expression of dissatisfaction, orally or in writing, by a person who is directly affected by an administrative action of Council or its staff (including contractors and volunteers), including a failure to take action.

- Administrative matters do not include:
- Requests for information
- Requests for service
- Suggestions
- Enquiries
- Petitions
- Comments submitted during formal consultation or negotiation processes
- Councillor conduct

Section 268(2) of the Local Government Act 2009 defines an 'administrative action complaint' as a complaint that –

- a) Is about an administrative action of a local government, including the following, for example–
 - i. A decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
 - ii. An act, or failure to do an act;
 - iii. The formulation of a proposal or intention;
 - iv. The making of a recommendation; and
- b) Is made by an affected person.

An Administrative Action Complaint is NOT a request for service

A request for service is where you want Council to take action in relation to a service or product provided by Council. Examples include:

- A barking dog
- A leaking water pipe
- An overflowing waste bin
- A pot hole
- Overgrown allotments
- Road maintenance
- Neighbourhood nuisances e.g., overgrown trees, dust or odours
- Or another issue requiring Council services.

Frequently Asked Questions

Q. How do I make an Administrative Action complaint?

A. There are a number of ways you can lodge a complaint:

In Person

Longreach Administration Centre, 96a Eagle Street, Longreach QLD

Ilfracombe Administration Centre, 1 Devon Street, Ilfracombe QLD

Isisford Administration Centre, 20 St Mary Street, Isisford Qld



By Phone (07) 4658 4111

By Fax (07) 4658 4116

By Mail using our Administrative Action Complaint form (PDF, 0.68 MB), or in writing to Chief Executive Officer, Longreach Regional Council, PO Box 144, Ilfracombe Qld 4727

By Email to assist@longreach.qld.gov.au

Q. What information will I need to provide?

A. You will need to provide the following details when you lodge a complaint:

- All relevant contact information for the complainant or complainants agent;
- Sufficient details of the complaint to enable actions to be taken;
- Details of any loss or detriment the complainant has suffered;
- A list of any other persons, agencies or authorities that the complaint has been reported to by the complainant;
- The outcome the complainant seeks as a result of the complaint;
- Any supporting documentation; and
- Your contact details*

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

Q. Do I have to put my complaint in writing?

A. No, you can lodge your complaint in writing or verbally. If you have a difficult or more serious complaint, we encourage you to lodge it in writing with all details set out. This can be done either by letter, fax, email or completing the complaint form on our website or in person at one of our offices.

Q. Will my identity remain confidential?

A. Yes. It is Council's policy not to disclose confidential information, including names and addresses, without a person's consent, to anyone outside Council.

Q. Can I lodge a complaint on behalf of someone else?

A. Yes, but if you lodge a complaint on behalf of an affected person, we will respond directly to that person affected, not to you as the person acting. If you provide a letter of authority confirming that you are acting on behalf of the affected person, we will respond to you instead.

Q. I need help to make a complaint.

A. Where necessary, a Council officer may help you by providing information on how to make a complaint, including how it should be documented. The aim is to help clarify your issue and the outcome(s) you seek.

Q. If I make a complaint, can Council refuse to investigate?

A. Yes, Council can refuse to investigate a complaint if the complaint is considered:

- Trivial;
- Frivolous;
- Vexatious;
- Not made by an affect person; or
- Not an administrative action complaint.

Q. Are there any costs associated with lodging a complaint?

A. No, there is no fee or charge.