

Complaints Policy Form



Our complaints policy applies to all complaints from members of the public about Council staff, Council contractors and decisions made at Council meetings. This policy does not apply to complaints about individual Councillors.

A complaint is not a request for works or services eg. Uneven footpaths, signage, waste disposal or a report of damage. These types of requests / notifications can be made by Reporting a Problem online or with our Customer Service staff in person or via phone.

PERSONAL DETAILS	
First Name	
Surname	
Address	
Phone	
Email	

*** You can opt to remain anonymous when submitting a complaint. Please be aware if you opt to remain anonymous, we cannot contact you or inform you of the outcome.*

COMPLAINT DETAILS
What does your complaint relate to: (Council staff, Council contractors or a decisions made at a Council meeting)

Complaints Policy Form



COMPLAINT DETAILS Cont.

Please feel free to attach supporting document or images.

SUBMITTED

Signature:

Date:

Received by Council Staff

Date:

PRIVACY COLLECTION STATEMENT

The collection and handling of personal information will be conducted in accordance with Council's Privacy Policy which is displayed on Council's website and is available for inspection at Council's Customer Service Centre. Please refer to the Privacy Policy for further information.

Complaints can be made by:

Mail: PO Box 194, MARYBOROUGH VIC 3465

Phone: 03 5461 0610

Email: mail@cgoldshire.vic.gov.au

In Person: 9am – 4.00pm 22 Nolan Street, Maryborough