Administrative Action Complaint

Redland CITY COUNCIL

Information

Council wants to provide you with an easy way to lodge a complaint. Complete this form and forward it to:
Complaints Management Coordinator,
Redland City Council,
PO Box 21, Cleveland QLD 4163.
OR
Email: rcc@redland.qld.gov.au

Complainant's Personal Details

Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Wish to remain anonymous

Given name(s)

Surname

Postal address

Suburb

Postcode

Phone ☐ (W) ☐ (H)

Mobile

Email address

Signature

Date

Complaint Details

Have you raised your complaint with us before?

☐Yes ☐No

If Yes, tell us who you spoke to, what you were told and why you are still dissatisfied. Attach any documents you have from your previous contact. Use a separate sheet if needed.

Complaint Details Cont.

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.)

Did you suffer any LOSS or DETRIMENT as a result of this incident?

In accordance with the *Information Privacy Act 2009* and principles, we will endeavour to keep information about the complaint confidential. However, when collecting personal information about you in order to receive and deal with your complaint, Council does so using fair and lawful means related to complaint-handling functions.
Unless you specify otherwise, we will proceed on the basis that you consent to disclosure of necessary and relevant personal information to officers and other parties to assist Council to assess and resolve the complaint. Your personal information will not otherwise be disclosed unless you consent or the disclosure is required or authorised by law.

Further Information

Complaint Details Cont.

Have you reported this to any other agencies or authorities?

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

Complaint Details Cont.

Attach any supporting information and documentation, including photos, or names and contact details of any other persons who are able to support the complaint.

For Council Use Only

Note: Complaints MUST be referred to the Coordinator for registration and tracking.

Redland City Council PO Box 21 Cleveland QLD 4163 | **T** 07 3829 8999 | **F** 07 3829 8765 | **E** rcc@redland.qld.gov.au | **W** www.redland.qld.gov.au