

WINTON SHIRE COUNCIL

75 Vindex Street, Winton
PO Box 288
WINTON QLD 4735



Telephone: (07) 4657 2666 Facsimile: (07) 4658 4116

Email: complaints@winton.qld.gov.au

Website: www.winton.qld.gov.au/complaints

COMPLAINT FORM

Winton Shire Council wants to provide you with an easy way to lodge a complaint. Complete this form and forward to:
The Chief Executive officer, Winton Shire Council, PO Box 288, WINTON QLD 4735

Please mark all the applicable box/s:

Anonymous Complaint General Complaint Administrative Action Complaint

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 has insufficient information to allow for an investigation or appropriate decision, then the Chief Executive Officer may decide to take no further action.

Details

Contact name:

Address:

Contact Numbers:

Home:

Work:

Mobile:

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?
(Please be specific about the area the problem occurred. Attached 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? (e.g. contacted a local member, solicitor, professional advisor or investigative agency.)

If yes, please advise details, such as the person you spoke to, when, and advice given.

What to Expect:

Winton Shire Council takes complaints seriously and will contact you within seven (7) 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. Thank you for bringing this matter to our attention.

Complainant Signature:

Date: ____/____/____

(If Anonymous Complaint, no signature is required, but please complete the date)

PRIVACY NOTICE:

Winton Shire Council is collecting the personal information you supply on this form for the purpose of dealing with your complaint. Your personal details will not be disclosed to any other person or Agency external to Council without your consent, unless required or authorised by law. Your personal information is handled in accordance with the *Information Privacy Act 2009*. 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, or other third parties as required. In addition, the information on this form may be kept on a database for reporting/statistical purposes. By completing and signing this form and returning it to Winton Shire Council, it will be taken that you have given your consent to manage your personal information in the manner described.