

Complaint Form

This form is to be used by an affected person or on behalf of an affected person to submit a complaint to Council on matters that are identified in Council's Complaints Management Policy, Fraud and Corruption Policy or Public Interest Disclosure Policy. Information on the various types of complaints can be viewed at the following link www.lockyervalley.qld.gov.au/our-council/complaint

Complainant Details *(optional - anonymous complaints will be accepted)*

Title Surname Given Names

Company Name

Postal Address

Suburb State Postcode

Home Phone Work Phone Mobile

Fax Email Address

Preferred contact method

If you have a disability or special need Council should be aware of, please provide details below

If you wish to have someone act on your behalf, please provide their details below

Title Surname Given Names

Postal Address

Suburb State Postcode

Home Phone Work Phone Mobile

Fax Email Address

Complaint Details

Have you raised this matter with Council previously? Yes No Request No

Please provide details of your complaint/allegation (please use separate sheet if required and include as much information as possible including any names, dates, times and events etc)

Complaint details continued

Is your complaint or allegation about the conduct of a staff member? Yes No

Name Role with Council

If applicable please provide relevant dates and/or times that may be key to the incident or allegation

Date Time

Any witnesses to the allegation or incident? If yes, please provide details below Yes No

Name of Witness Contact No

Email Address

Note: Frivolous, vexatious, misleading or false reporting of a complaint, allegation of fraud/corruption, staff conduct will not be tolerated and will have serious consequences to the persons bringing about such an allegation. Any complaints or allegations must be made in good faith and to the best knowledge of the person making the allegation.

How to Submit Your Complaint

This form can be completed online at www.lockyervalley.qld.gov.au/our-council/complaints or send to the attention of the Complaints Officer either by:

- Email complaints@lvrc.qld.gov.au
- By post – PO Box 82, GATTON QLD 4343
- In person – Gatton Customer Service Centre, 26 Railway Street, Gatton or Laidley Customer Service Centre – Spicer Street, Laidley

A verbal complaint may be submitted by contacting Council's Complaints Officer on 1300 005 872.

Privacy Statement

These details will only be used for the purpose for which they have been collected and will not be used for any other purpose. We will not disclose the information you provide outside of Council unless we are required by law or you have given your consent. To the fullest extent allowed by Council, its officers and employees will not be liable for any claims in respect of any loss arising out of, or in connection with, the use of any of the supplied information.