

Complaint Form

Winton Shire Council provides a number of ways to lodge a complaint.

- Telephone Council: 07 4657 2666 or visit Council's main office: 75 Vindex Street, Winton, Queensland.
- Online: www.winton.qld.gov.au/complaints
- Email Council: complaints@winton.qld.gov.au
- Write to Council: PO Box 288, Winton, Qld, 4735

This form can be used to capture the information needed by Council to respond to a complaint.

Type of complaint

Anonymous General Administrative Action

Anonymous Complaint

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.

Administrative Action Complaint

An expression of dissatisfaction by a person who is directly affected by an administrative action of Council, including a failure to take action. An administrative action complaint can be in relation to; the lack of timeliness, lack of quality, lack of communication, safety / risk concern, policy or procedure not followed, or unsatisfactory decision.

Details of person lodging the complaint

Contact name:	<input type="text"/>		
Address	<input type="text"/>		
Contact information	Mobile <input type="text"/>	Other phone <input type="text"/>	
	<input type="checkbox"/> Home	<input type="checkbox"/> Work	
Email Address	<input type="text"/>		

Complaint details

Have you raised your complaint with Council before Yes No

If yes, please provide the following (please attach any document you have from your previous contact)

Who you spoke with	<input type="text"/>
What you were told	<input type="text"/>
Reasons why you are still dissatisfied	<input type="text"/>



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New Complaint

For NEW complaints, Please 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? Yes No

For example, 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.

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.

