

This form relates to making a complaint to Noosa Shire Council under Queensland's *Human Rights Act 2019*.  
Please complete all details in full.

1. Personal details					
Surname			Given names		
Postal address					
Street address (including unit/street number)					
Suburb			State	Postcode	
Phone			Mobile		
Email address					
Are you the person affected by the complaint?	Yes		No		
<p><i>If you are acting on behalf of an affected person, please provide details about the affected person below.</i></p> <p><i>Note: A Noosa Council Officer will contact the affected person to check they are happy for Council to respond directly to you as their representative.</i></p>					
Surname			Given names		
Postal address					
Street address (including unit/street number)					
Suburb			State	Postcode	
Phone			Mobile		
Email address					
Your relationship to the affected person					

2. Previous complaint	
Have you raised this complaint with Noosa Shire Council before?	Yes      No – go to Section 3
If yes, who did you speak with or write to and when? <i>Please include dates and attach any supporting documentation.</i>	
What was the outcome of your previous complaint? <i>(Tick all outcomes that apply)</i>	<input type="checkbox"/> I have not heard back yet <input type="checkbox"/> I was advised they could not deal with my complaint <input type="checkbox"/> I have withdrawn my complaint <input type="checkbox"/> I have not got a final outcome yet <input type="checkbox"/> I have attended mediation/conciliation <input type="checkbox"/> I was not satisfied with the outcome <input type="checkbox"/> I have reached an agreement <i>(Please attach a copy of the agreement)</i> <input type="checkbox"/> Other - please describe:

**3. Details of who you are complaining about**

1 <sup>st</sup> Person you are complaining about		1 <sup>st</sup> Person's Details	
Person's Name			
Person's Address			
Person's phone or email contact <i>(if known)</i>			
Were they at work when they treated you unfairly?	Yes	No	
If yes, what is their job title or position?			
Council department where the person works <i>(if known)</i>			
2 <sup>nd</sup> Person you are complaining about		2 <sup>nd</sup> Person's Details	
Person's Name			
Person's Address			
Person's phone or email contact <i>(if known)</i>			
Were they at work when they treated you unfairly?	Yes	No	
If yes, what is their job title or position?			
Council department where the person works <i>(if known)</i>			
Other			
Please provide as much detail of who you are complaining about			

**4. Human rights**

Which human right/s is relevant to your situation?			
Has your human right been limited by an action or decision of Council?	Yes	No	
If yes, how?			

**5. Details of your complaint**

*Please tell us what happened that you want to complain about including:*

- *Dates of each event (as exact as possible)*
- *When and where did the event or incident occur? (provide details where possible)*

- *Who said what and who did what? (Their name and job)*
- *What were you doing when it happened? (E.g. working, applying for work, accessing buildings or places etc.)*
- *What action or decision by Council brought about the complaint?*
- *Why do you think the human right is related to the basis of your complaint that you outlined in section 4 above?*

*Please attach extra pages if you need them to your form.*



**7. What to do with this form**

Please send your completed form and any supporting documentation to:

Email: [governance@noosa.qld.gov.au](mailto:governance@noosa.qld.gov.au)

Post: PO Box 141, TEWANTIN QLD 4565

In Person: Customer Service, Noosa Shire Council, 9 Pelican Street, TEWANTIN QLD 4565

**8. What to expect**

Noosa Shire Council takes complaints seriously. A Noosa Council Officer will contact you and provide you with an acknowledgement of Council's receipt of your complaint. You will be kept informed of the progress and outcome of the complaints process.

**OFFICE USE ONLY**

Received By	Date	Referred To	Date

**Privacy**

Council will use any personal information provided for the intended purpose only and for remaining in contact with you. Council is authorised to collect this information in accordance with the *Local Government Act 2009* and other Local Government Acts. Your personal information is only accessed by persons authorised to do so. Your personal information is dealt with in accordance with Council's Privacy Policy. Council will take all reasonable and appropriate steps to protect the privacy of individuals having regard to the requirements of the *Information Privacy Act 2009* and the 11 Information Privacy Principles.