

Please use **BLOCK LETTERS** and complete all details in full.

1. Personal Details <i>(optional – anonymous complaints will be accepted)</i>					
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?	<input type="checkbox"/> Yes <input type="checkbox"/> No				
<i>If you are acting on behalf of an affected person, please provide details about the affected person below.</i>					
<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>					
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. Complaint details	
Have you raised this complaint with Noosa Shire Council before?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, who did you speak with or write to and when?	
Please describe the specific administrative action* and its effect that has led to this complaint, who was involved, where and when the action occurred. Attach further information and photographs on a separate sheet, if necessary, to illustrate your matter.	
<small>* Administrative action includes a decision and an act; failure to make a decision or do an act, including failure to provide a written statement of reasons for a decision; the formulation of a proposal or an intention; the making of a recommendation. For further information, please refer to Council's Administrative Action Complaints Policy.</small>	

3. What to do with this form

Please send the completed form to:

Post: Chief Executive Officer, Noosa Shire Council, PO Box 141, TEWANTIN QLD 4565

Email: governance@noosa.qld.gov.au

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

4. What to expect

Noosa Shire Council takes complaints seriously. In accordance with the Council Policy, 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.