



# Aurukun Shire Council

## Complaint Lodgment Form

To lodge a complaint fill out this form and send it to ASC by:

Post: Aurukun Shire Council, 39 Kang Kang Road Qld 4892

Email: [complaints@aurukun.qld.gov.au](mailto:complaints@aurukun.qld.gov.au) For further information please call Council's Administration Office on (07)40606800 or visit our website - [www.aurukun.qld.gov.au](http://www.aurukun.qld.gov.au)

### Personal Details

Title:  Surname:  Given Name/s:

Address:  Post Code:

Telephone (Home):  (Work):  (Mobile):

Other ways to contact you (e.g. facsimile, email):

Preferred way for us to contact you:

Are you the person affected by this complaint:  Yes  No

If not please advise relationship to the person affected by this complaint:  Parent  Friend Other:

If you are acting on someone's behalf, please advise his or her details:

Title:  Surname:  Given Name/s:

Address:  Post Code:

Telephone (Home):  (Work):  (Mobile):

Does the person affected by the complaint have a disability or other special needs?  Yes  No

If yes, please specify:

### Complaint Details

Have you raised your complaint with us before?  Yes  No

If yes, please tell us who you spoke to, what you were told and why you are still dissatisfied. Please attach any documentation you have from previous contact. Use a separate sheet if needed.

For NEW complaints, tell us what happened? Who was involved? When and where did it happen? (For example, does your complaint involve a decision that impacts on you or the quality of service?) Make sure you tell us the specific area where the problem occurred. Attach a separate sheet/s

What would you like to see happen as a result of your complaint?

Have you done anything about your complaint already?  
(i.e. sought assistance from your local councillor, solicitor, professional advisor or an investigation agency?)  
If yes, please advise the details (e.g. the person you spoke to when and the advice received).

### Complaint Details

Council takes complaints seriously. Council will acknowledge receipt of this complaint and advise you what we will do and the expected time frame it will take. We will endeavour to resolve your complaint within 30 working days.

#### Privacy Disclaimer

Please note that if you supply your personal information above, this personal information is only collected to process your application. This information will not be disclosed to any other third party without your written authorisation or as may be required to by law.

Signature:

Date:

Print Form

Please print this form and email to [complaints@aurukun.qld.gov.au](mailto:complaints@aurukun.qld.gov.au) or Post to:  
The CEO, Aurukun Shire Council, 39 Kang Kang Road, Qld 4892

### Office Use Only

Complaint received by:  Telephone  Email  Fax  Letter  In Person  
 Web Other (Please specify):

Date Received:

Staff Member who received the complaint:

Position:

Summary of advice provided to complainant on initial contact:

Complaint referred to:  Mayor  TS  CS  
 COR SERV  CEO Other (Please specify):

Date of Referral:

File No:

Summary of further advice provided to complainant:

Nature of Complaint:

Client Services

Administrative Action

Procedures

Policy

Other (Please specify):

Location of Problem:

CEO

Corporate Services

Technical Services

Community Services

Other

Councillors

Other (Please specify):