

ADMINISTRATIVE ACTION COMPLAINT FORM

Council is collecting your personal information (e.g., name, address, phone number etc.), for the purposes as outlined on this form. This information will only be accessed by authorised Council officers and will be handled in accordance with Council's Privacy Statement governed by the *Information Privacy Act 2009*.

Visit <https://www.bundaberg.qld.gov.au/privacy> for further information.

An Administrative Action Complaint is **not a request for service** but is a formal complaint, made by an **affected person** (a person who is directly affected by an administrative action) about an **administrative action**.

Please read our Administrative Action Complaint Procedure on our website

<http://www.bundaberg.qld.gov.au/complaints-disclosures> before lodging your complaint.

Council requires your contact details to fully address the complaint. A Council officer may need to speak with you, and/or send you correspondence to fully understand the issue/s and obtain information to assist Council in proceeding with the AAC process.

Anonymous complaints

You may choose to remain anonymous however, it is important to note that unless there are sufficient details included in the complaint, it may be difficult for Council to fully investigate the matter, request further information, or provide feedback.

Your details	
Full name:	
Address:	
Suburb:	Postcode:
Phone:	
Email address:	
Date complaint lodged:	

Complaint details
Have you previously lodged a complaint about this matter?
☐ Yes – with Bundaberg Regional Council. Please provide more details, i.e., any reference number, have you been notified of progress, or the outcome?
☐ Yes – with another agency. Please advise which agency and provide more details:
☐ No

Details of the complaint (attached additional pages if necessary)

Please provide date/s and time/s of the incident; any known addresses; any known person/s; and descriptions of any vehicles/animals (if applicable)

What would you like to see happen or what outcome to you seek?

What to expect

Council takes complaints seriously. When your complaint is received, it will be assessed to determine how it will be managed. An acknowledgement will be provided in writing, usually within 10 business days.

If you have any further questions about how to make a complaint with Council or if you have not received a response, please contact Council's Call Centre on 1300 883 699.

For further details, refer to our website: <https://www.bundaberg.qld.gov.au/complaints-disclosures>

Lodge your complaint

By email: complaints@bundaberg.qld.gov.au

Post: Bundaberg Regional Council
PO Box 3130, Bundaberg QLD 4670