

Customer Complaint Form

This form is to be used for complaints only. Where a request for service is required, please refer to Council's website and complete a 'Customer Service Request'



Greater Taree
City Council

Your Details

Surname (Hover over for Details)

Given Name/s

Postal Address

Suburb/Town

State

Postcode

Telephone Number

Mobile Number

Email

Complaint

The complaint that you are concerned about relates to:

- a. How a Council officer has treated you
- b. The standard of service you have received
- c. The length of time it took to provide a service to you
- d. A decision made that you do not agree with

General Notes - Detail

Resolution

What do you believe would assist in resolution?

Response

Do you require a response?

Yes No

Response preferred by:

Email Telephone In Writing

Review: You have the right to have a decision reviewed. For more information, visit www.gtcc.nsw.gov.au

Form Submission

Submit electronically, by typing your name in signature box below, date and 'Submit by Email'.

Submit by Mail to contact details at the bottom of this form or in person at GTCC Customer Service Counter.

Signature of Complainant

Date

Privacy Notice: Under Privacy laws, you have the right to find out why we are collecting this information, if it is compulsory and what we are going to do with it. You also have rights to access and correct any information held about you. To find out more, contact us on (02) 6592 5399 and ask to speak to the Privacy Contact Officer in Governance. If you need an interpreter, call 131 450

ABN 45 851 497 602
2 Pulteney Street | PO Box 482 Taree NSW 2430
t 02 6592 5399 f 02 6592 5311
www.gtcc.nsw.gov.au

Complaint Reference

Receiving Officer Name

1. Receipt

Was the complaint resolved by the receiving officer? Yes No

If yes, was the complainant notified of resolution? Yes No

If no, was the complaint referred to a relevant supervisor? Supervisor Name

2. Complaint Handling Detail

Receiving Officer Position

Department Date

Investigation Detail

3. Decision

Details

4. Action Required

	By Who	By When
Action 1	<input type="text"/>	<input type="text"/>
Action 2	<input type="text"/>	<input type="text"/>
Action 3	<input type="text"/>	<input type="text"/>

5. Resolution

Has the complainant been advised of the outcome? Yes No

Signature

Date