

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

Please 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?		Yes		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. Details of your complaint					
<i>Please explain the details of your complaint here.</i>					

(details of complaint - continued)

3. Complaint outcome

Please explain what you would like to see happen as a result of your complaint.

4. Previous complaint	
Have you raised this complaint with Noosa Shire Council before?	Yes No – go to Section 5
Who did you speak with?	
When did you speak with them?	
What were you told?	
What is/are the reason/s you are still dissatisfied?	

5. What to do with this form
Please send your completed form and any supporting documentation to:
Email: 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. In accordance with Noosa Council’s Complaint Management Policy and Procedure, you will be provided with an acknowledgement following the submission of your complaint. Once the complaint has been assessed, you will be contacted directly by the relevant Noosa Council Officer.

OFFICE USE ONLY			
Received by	Date	Referred to	Date

Privacy Collection Statement
 Noosa Shire Council (Council) is collecting your personal information for the purpose of obtaining further information, providing customer service functions, and dealing with your complaint. Noosa Shire Council will only use the personal information collected for one of these purposes. Access to your personal information will only be provided to appropriate Council employees and authorised officers. Your personal information will only be disclosed to third parties with your consent, or if required to do so by law. Noosa Shire Council handles your personal information in accordance with the *Information Privacy Act 2009*(QLD). You can find further information on how we manage personal information in Council’s *Privacy Policy*.