



COMPLAINTS FORM

'A complaint is an expression of dissatisfaction, however made, about the standard of service actions or lack of action by the Council or its staff, affecting an individual customer or group of customers.'

Personal Details:

Date: _____ Time: _____
 Name of Complainant: _____
 Contact Number: _____
 Address: _____

OFFICE USE ONLY
 Register Number: _____
 File Number: _____
 Officer: _____
 Acknowledgement Required: YES/NO
 Bring Up: _____
 Date Completed: _____

Details of Complaint:

(Provide details relating to dates, times, location and frequency/Name of Council member/Staff member)

Customer Signature: _____ Date: _____

Receiving Officer Name: _____

Please return completed form to: Shire of Gnowangerup. 28 Yougenup Road, Gnowangerup 6335

We aim to respond to all complaints within 5 – 15 working days (depending on the nature of the complaint).

Thank you for your opinion. We will do what we can to address your concern.

OFFICE USE ONLY

Complaint Category

- Administration
- Building/Cleaning
- Footpaths
- Health
- Others: _____

- Library
- Parks & Gardens
- Planning
- Rangers

OFFICE USE ONLY

- Rates
- Recreation
- Roads & Streets
- Waste

