



Diamantina Shire Council Complaints Form

For new complaints, tell us what happened? Who was involved? When and where did it happen? 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 if required.

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

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Have you done anything about your complaint already? If yes, please advise of the details, for example who you spoke to, when you spoke to them and the outcome of the conversation.

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3. WHAT TO EXPECT

Council takes your complaint very seriously. We will endeavor to review the matter and resolve your complaint immediately. However, on occasions where this is not possible, we will provide an interim response to you within ten business days of hearing from you.

OFFICE USE ONLY

Customer Request No: _