

COMPLAINTS FORM

About this form

You must use this form to make a formal complaint to the Norfolk Island Regional Council.

How to complete this form

1. Ensure that all fields have been filled out correctly in BLOCK LETTERS.
2. Please note that fields on this form marked with an * are mandatory and must be completed before submitting this form.
3. Once completed you can submit this form by email, post or in person. Please see Lodgement Details section for further information.
4. If there is insufficient space to provide details on this form, please attach a separate sheet(s).

Privacy

Your personal information will be collected, stored, used and treated in compliance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APP) in force at the time. Where they are not inconsistent with the above Commonwealth laws, Section 739 of the *Local Government Act 1993 (NSW)(NI)* (protection of privacy) as well as the NSW Model Privacy Management Plan for Local Government and the Privacy Code of Practice for Local Government (NSW) may also be or become applicable to our management and use of your personal information.

PERSONAL DETAILS

Title *	Given Name / s *	Family Name *

Postal address *

Home Phone number *	Mobile Phone number	Work Phone number

Email Address

COMPLAINT DETAILS

What is the name of the business section of Council you wish to lodge a complaint about? *

What products and/or services do you wish to make a complaint about? *

When did you first make contact with Council regarding your complaint? *

Who did you lodge your complaint with? i.e. what person / business section of Council *

Have you received a response regarding your complaint? If yes, when did you receive the response? *

What are the details of your complaint? * (please attach additional documentation if required)

What remedy are you seeking? * (please attach additional documentation if required)

DECLARATION

I confirm that the information provided above is true and accurate to the best of my knowledge. I understand that:

- You will use the details I have given on this form to investigate my complaint
- You may need to handle personal details about me, which could include sensitive information, in order to deal with my complaint effectively
- You may need to share information about my complaint with the section I have referred to, and any other relevant sections
- You may need to contact me for further information

Complainant Signature *
Name:
Signature:

Date: *

LODGEMENT DETAILS

You can lodge the completed form by:

Mail: Complaints Officer
 Norfolk Island Regional Council
 PO Box 95
 NORFOLK ISLAND 2899

Email: customercare@nirc.gov.nf

In person: Customer Care Team
 Bicentennial Complex
 39 Taylors Rd
 Burnt Pine
 Norfolk Island 2899

Telephone: Complaints Officer

Fax: +6723 22205

What now: All complaints received in writing will be acknowledged within 10 working days. All complaints received in writing will be responded to within 20 working days from the date that the complaint is received at Council.

OFFICIAL USE ONLY

Receiving officer	Date received	Date received by Complaints Officer
<input type="text"/>	<input type="text"/>	<input type="text"/>

Our Customer Complaints Procedure Explained

Informal Complaints

- Initially a complaint should be made to the Manager, Team Leader or Section Leader of the Business / Section
- A concerted effort will be made to resolve the problem at this initial stage
- If you are not satisfied with the response or action taken, or you are unable to discuss the problem directly with the Manager, Team Leader or Section Leader you may contact the Norfolk Island Regional Council Complaints Officer on telephone +6723 22001

Formal Complaints

To lodge a formal complaint:

- Complaint Forms are available by visiting our website <http://www.norfolkisland.gov.nf/policy-and-governance/our-complaints-process> and downloading a copy of the relevant form. Alternatively, you can contact the Council offices to request information regarding our Customer Complaints procedure and complaint forms can be sent to you directly to complete. Council's complaints officer can be contacted on +6723 22001
- Once you have completed the Complaints Form, forward this, along with any supporting documentation to the Complaints Officer by hand, email, fax or post
- We will contact you within 10 working days to acknowledge receipt of your complaint
- We will tell you the name and contact details of the person dealing with your complaint
- We will conduct an investigation within 20 working days, and provide a written response
- If a response cannot be provided within this timeframe, you will be informed of the reason and given a new due date for response

Further Review

- If you are not satisfied with the response or action taken by the Council to remedy your complaint you have the right to request a further review of the matter within 10 working days of receiving your response
- You must send a written request for further review to Council's Complaints Officer and include the reasons for your dissatisfaction with the outcome of your complaint
- The Complaints Officer will refer the matter to the Public Officer for a secondary review. You will receive a response within 20 working days or be advised of any reasons for delays
- If you are unsatisfied with the outcome of the secondary review, you may refer the matter to the Commonwealth Ombudsman:

Website: www.ombudsman.gov.au

Telephone: 1300 362 072

Mail: Commonwealth and ACT Ombudsman, GPO Box 442, Canberra ACT 2601

Contacting the Complaints Officer

You can contact the Customer Complaints Officer with the Norfolk Island Regional Council by:

Mail:	Complaints Officer	Telephone:	+6723	22001
	Norfolk Island Regional Council	Fax:	+6723	22205
	PO Box 95	Email:	customercare@nirc.gov.nf	
	Norfolk Island 2899			