

Complaints Reporting Form

The use of this form to report a complaint is optional – a complaint is not required to be submitted on this form. Please refer to Council's Complaints Handling Policy for more information.

Customer details (<i>*You can make an anonymous report by leaving this section blank, see detail below</i>)		
Name*:		
<i>*If this complaint is being made on another person's behalf, evidence of that person's consent must be provided</i>		
Organisation (if relevant):	Preferred contact	
Telephone:	<input type="checkbox"/> Telephone	
Email:	<input type="checkbox"/> Email	
Postal address:	<input type="checkbox"/> Post	
Details of the complaint		
Description: <ul style="list-style-type: none"> • <i>What happened?</i> • <i>Where did this happen?</i> • <i>When did this happen?</i> • <i>Is it still happening?</i> • <i>Who was involved?</i> • <i>How did you become aware of it?</i> <i>[Attach an additional page if required]</i>		
Attach any additional relevant information or indicate where supporting evidence may be found:	Supporting evidence	Attached
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

<p>What is your desired outcome?</p>	<p><input type="checkbox"/> Provision of a service</p> <p><input type="checkbox"/> More information about policies or decision-making processes</p> <p><input type="checkbox"/> Clarification of Council's position on the matter</p> <p><input type="checkbox"/> A commitment to investigate, review</p> <p><input type="checkbox"/> Assurance that Council will take steps to avoid the complaint matter occurring again</p> <p><input type="checkbox"/> Apology in the event of a Council mistake or offence caused</p> <p><input type="checkbox"/> Refund of overcharged or incorrectly charged monies</p> <p><input type="checkbox"/> Referral of the complaint to an external agency (where a previous complaint is not resolved to your satisfaction)</p> <p><input type="checkbox"/> Other: _____</p>
	<p>Provide details:</p>

Statement

I honestly believe that the above information is correct. This information is provided in good faith.

<p>Signature of customer <i>(Do not sign if you want to make an anonymous report)</i></p>	<p>Date</p>
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Anonymous reports

If you decide to make an anonymous report, please note that:

- it may be difficult for Council to substantiate the report in the assessment process based on the information provided in the initial report alone and the matter may not be progressed for this reason;
- Council will not be able to resolve the matter in consultation with you, nor inform you of the outcome.

Privacy notice

The personal information that Council is collecting from you is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (PPIPA).

Intended Recipients: The intended recipients of the personal information are Council officials responsible for managing complaints. Information may also be provided to other government agencies for oversight or appropriate escalation including but not limited to the NSW Ombudsman, NSW Police, the Information & Privacy Commission or the ICAC.

Reason for collection: Council is collecting this personal information from you in order to manage your complaint.

Supply: The supply of information by you is voluntary. If you do not provide Council with this information, we will be unable to effectively deal with your complaint.

Access and Correction: You may make an application to access or amend information held by Council.

Storage: Council is the agency that holds and controls the information. As above, this information may be shared with other government agencies as indicated.

Enquiries: Contact Complaints Coordinator via council@bmcc.nsw.gov.au

How to submit this form

Front counter: 2 Civic Place, Katoomba or
104 Macquarie Road, Springwood
Post: Locked Bag 1005 Katoomba NSW 2780
Email: council@bmcc.nsw.gov.au

Office use only:

- Allocate to Complaints Coordinator
- Allocate to service area (for service requests)

Date received: _____

HPE RM: _____