

Administrative Action Complaint Form

This form has been provided to assist you in lodging a complaint to Livingstone Shire Council. Council is required under the Local Government Act 2009 to respond to complaints in a fair and effective manner. An administrative action complaint is an expression of dissatisfaction by a person who is directly affected by an action of Livingstone Shire Council or its staff (including contractors and volunteers). This also includes a failure to take action. Council is committed to providing a high level of service of all clients and take all complaints about our decisions and actions seriously.



ABN 95399253048
Telephone 4913 5000 or 1300 790 919
Postal Enquiries PO Box 2292 Yeppoon 4703
www.livingstone.qld.gov.au/Online Services

Your details

Your Name:					
Address:					
Suburb/Town:		State:		Postcode:	
Phone:		Email Address:			
Date:		Preferred Method of Contact		Phone	Email
				Post	

Complaint details

Please describe the specific administrative action and its effect that has led to this complaint. For example, who was involved, where and when the action occurred.

Have you previously lodged a complaint about this matter?

Yes – Customer Reference No is:

No

Additional Information

Were there any witnesses – if so, please provide name and contact details.

Name of Witness:

Contact Details:

Resolution

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

What you can Expect

Livingstone Shire Council aims to resolve complaints as quickly and efficiently as possible. Your complaint will be recorded and you will be provided with a complaint reference number.

As the circumstances vary considerably between complaints, it is difficult to guarantee a set timeframe. The length of time taken will depend on how complex the matter is, however you will be kept informed of the progress of the investigation.

Anonymous Complaints

Livingstone Shire Council is committed to treating all complaints with appropriate respect for the confidentiality and privacy of the parties involved. Council will accept anonymous complaints about administrative actions. These complaints will be assessed to determine what action is appropriate and it is important to notice that the fact the complaint was made anonymously may impact on this assessment

Lodging your Complaint

This is a fillable form, and can be completed online and submitted electronically to council by simply [Clicking Here](#).

Alternatively, you can print and send the completed form to:

By Email: enquiries@livingstone.qld.gov.au

In Person: At a Customer Service Centre located at:
25 Normanby Street (Town Hall) 7 Hill Street (Library)
Yeppoon Emu Park

By Mail: The Chief Executive Officer
Livingstone Shire Council
PO Box 2292
Yeppoon Qld 4703

If you require any further information of help with any part of the administrative complaint process, please call Livingstone Shire Council on 1300 790 919.