



HUON VALLEY COUNCIL

40 Main Street, Huonville
PO Box 210, Huonville 7109
hvc@huonvalley.tas.gov.au
ph: (03) 6264 0300
ABN: 77 602 207 026

COMPLAINT FORM

(s. 339F of the *Local Government Act 1993*)

PLEASE NOTE: This Form is **ONLY** to be used specifically for **Complaints** about the level or quality of service provided by Council or a Council Officer. This form is **NOT** to be used if you are making a **Request for a Service**, such as notifying Council of a missed wheelie bin service or dog at large. Such Requests for Service should be emailed to hvc@huonvalley.tas.gov.au or call Council's Customer Service on (03) 6264 0300.

Your Complaint will be allocated, investigated and reported on pursuant to Council's *Complaint Management Policy GOV-CORP 027 and Customer Service Charter*. You can find copies of these Policies on the Council website www.huonvalley.tas.gov.au.

Once completed, lodge this **Complaint Form** with Council in one of the following ways:

- Email to: hvc@huonvalley.tas.gov.au
- Drop in to: Council's Customer Service 40 Main Street Huonville TAS 7109
- Post to: PO BOX 210 Huonville TAS 7109

YOUR DETAILS (please complete)	
FULL NAME	
PHONE	
BEST WAY TO CONTACT YOU	Post <input type="checkbox"/> or Email <input type="checkbox"/>
TELEPHONE	
EMAIL	
NATURE OF YOUR COMPLAINT	<input type="checkbox"/> The conduct of a Council Officer. If so, Name /Role of the Council Officer if known: _____ <input type="checkbox"/> A Development Application/ Building Application. If so, what is the DA / BA / SUB / MPA Number: _____ <input type="checkbox"/> A Public Tender or procurement process. If so, provide the RFT or RFQ Number: _____ <input type="checkbox"/> Dissatisfaction with any other Service provided by Council



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Please provide full details of your Complaint in the space provided. Alternatively, you can attach a letter or copies of all additional information (including copies of relevant correspondence you have had with Council).

YOUR SIGNATURE	
DATE	

Personal Information Protection Statement

The *personal information* requested to be provided to complete this Complaint Form is being collected by Council for the purpose of processing your **Complaint** and will be used for that primary purpose or directly related purposes only.

The intended recipients of the information are Council Officers. Council may disclose the information to law enforcement agencies, courts and other organisations (such as the Ombudsman Tasmania) authorised to lawfully collect personal information only.

Personal information will be managed by Council in accordance with the *Personal Information Protection Act 2004* and you may make application for access or amendment to your information in writing to the CEO, PO Box 210, Huonville 7109. You may be charged a fee for this service.

OFFICE USE ONLY

Date Received - _____

Property Number(s) (File Refs PID's & SUB #) - _____

Complaint Allocated to (Team/Department/Unit) - _____

Date Allocated: _____