

CUSTOMER FEEDBACK/COMPLAINT FORM

DX 26402 Shellharbour City Centre

Shellharbour City Council is committed to providing a high quality level of service to its customers and the community. We welcome feedback from you as it provides us with an opportunity to identify service improvements, increase customer satisfaction and strengthen relationships.

CONTACT DETAILS - Please Print

Surname _____ Given Name/s _____

Postal Address _____ Postcode _____

Telephone No. (Daytime) _____ Mobile _____

Email _____

I agree to receive correspondence at the above email address.

Please tick which of the following describes your feedback or complaint

Compliment Suggestion Complaint Request

DETAILS OF FEEDBACK OR COMPLAINT

When did the conduct occur (date)? _____

What would you like to see us do about the conduct? (eg an apology, change in practices or policies)

Customer's Signature: _____ Date: _____

Please post this form or lodge it at:
Shellharbour City Council
Locked Bag 155
SHELLHARBOUR CITY CENTRE NSW 2528
Or by email
records@shellharbour.nsw.gov.au

What is a complaint?

Expression of dissatisfaction made to or about us, our products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

What is a not a complaint?

- staff grievances (see internal complaints policy)
- public interest disclosures made by our staff (see internal reporting - public interest disclosures policy)
- code of conduct complaints (see code of conduct)
- responses to requests for feedback about the standard of our service provision (see the definition of 'feedback' below)
- reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response (see definition of 'feedback' below)
- service requests (see definition of 'service request' below)
- requests for information (see our access to information policy)
- reports of damaged or faulty infrastructure (ie potholes)
- reports of hazards (ie fallen trees)
- disputes concerning neighbours

Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our products, services or complaint handling where a response is not explicitly or implicitly expected or legally required.

Service Request

The definition of a service request is likely to include:

- requests for approval
- requests for action
- routine inquiries about Council's business
- requests for the provision of services and assistance
- reports of failure to comply with laws regulated by Council
- requests for explanation of policies, procedures and decisions.

Where can I find out more information?

If you need help in filling out this form, please contact the Privacy Contact officer on 4221 6111.

Our Complaints Handling Policy and Procedure is available from the Corporate Policies section of our website at www.shellharbour.nsw.gov.au.

PRIVACY & PERSONAL INFORMATION PROTECTION NOTICE

The information on this form is being collected by Shellharbour City Council for the purpose of providing you with a response to your feedback or complaint. Your personal information will only be used by Council staff for the purpose of determining the matter. This completed form will be placed on a relevant file and/or saved in Council's electronic records management system. You may apply to Council for access to this information. Requests for correction of your personal information can be made under the *Privacy & Personal Information Protection Act 1998*. Please see Council's [Privacy Management Plan](#) or contact the Council's Public Information Officer on 4221 6111 for more information.