

Administrative Action Complaint Lodgement Form

Completed forms can be mailed to
Gladstone Regional Council ■ PO Box 29 ■ Gladstone QLD 4680

Administrative Action Complaint OR Customer Service Request

An Administrative Action Complaint is **not a request for service** but a **formal complaint** about an action or inaction of Council that will trigger the complaints investigation process. An Administrative Action Complaint investigates an issue with a person or process. If you wish to make a Customer Service Request please use the Customer Service Request Lodgement Form.

CUSTOMER DETAILS

Surname:	First Name:
Address:	
Email:	Daytime Phone Contact:

COMPLAINT DETAILS

When reporting a complaint to council please be as detailed as possible. If you are unsure of an exact address describe the surrounding area or nearby landmarks or signage. If you have an image please print and attach.

Date/s of Incident (if applicable):	Time/s of Incident (If applicable):
Please record all details of the complaint in the space provided:	
<p>Do you have a picture or any other supporting documents to attach? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please provide a brief description about your attachments:</p>	

Gladstone Regional Council advises that your information cannot be gained, stored or retrieved without your prior consent. Our [Privacy Statement](#) outlines Council's requirements under the Information Privacy Act 2009. By completing our Administrative Action Complaint form, you agree to give Council the authority to store and retrieve your personal information for the purpose of processing and addressing your complaint.