

Whether you have a compliment or complaint, your feedback helps us to know what we are doing well, and how we can further improve our service levels.

Title: Mr Mrs Ms Miss

Surname: _____ First Name: _____

Address: _____

Telephone (H) _____ (W) _____ Email: _____

Is your comment a: Compliment Complaint

Comment _____

Options for feedback

Council is confident it can resolve the majority of complaints and appreciates the opportunity to respond to your concerns. If you do have an issue you are unable to resolve through Council, it is your right to contact any of the following:

Anti-Discrimination Board
Level 2, St James Place
155-157 Denham Street
Townsville Qld 4810

- **The Anti-Discrimination Board** investigates actions or decisions of public or private organisations. This includes local Councils, in relation to breaches of the Anti-Discrimination Act.

The QLD Ombudsman
Level 25, 288 Edward Street
Brisbane QLD 4000
GPO Box 3314

-**The QLD Ombudsman** handles complaints dealing with a Council's failure to follow proper procedures, act on unauthorised work, enforce development consent conditions to reply to correspondence.

The Ombudsman will also investigate unreasonable, discriminatory or inconsistent treatment, however, the ombudsman has no power to amend or cancel development consents and building approvals.

If you are not happy with the way Council has handled your complaint, you may make a formal complaint in writing to the Ombudsman.

The Ombudsman's main responsibility is to get the facts and make recommendations.