



Complaints, Compliments and Suggestions

What is a complaint?

The Burdekin Shire Council views complaints as an expression of dissatisfaction about decisions we have made or actions we have taken.

How the Burdekin Shire Council deals with a complaint

The Council will attempt to resolve your complaint at the first point of contact if appropriate. However if this is not possible the complaint will be transferred to a more senior staff member. Should your issue still not be resolved at this point, your complaint will be forwarded to the appropriate Director or Manager and/or the Council's CEO who will conduct an internal review.

How long will this take?

The Council attempts to resolve all complaints and inform you of the result, within 7 working days. We will continue to provide you with regular progress reports if your issue cannot be resolved within 7 working days.

What if I am still unhappy?

If you are not happy with the Council's response to your complaint you can request that the issue be reviewed by the State Ombudsman or the Department of Local Government and Regional Development.

Another option at any stage in the complaint handling process is to try to settle differences in a fair and acceptable manner by referral of your complaint to an external mediator.

Keeping track of your complaint

We aim to respond to complaints as swiftly as possible, but will always maintain lines of communication until the complaint is finalised.

The Customer Service staff member who is dealing with your complaint will keep you informed of its progress. If the issue is transferred to another staff

member you will be provided with the name and contact number of that person. In addition we will keep in regular contact with you to let you know how the issue is progressing.

How to make a complaint, compliment or suggestion

A complaint, compliment or suggestion may be lodged:

In writing:

Attention: Customer Service Centre Team Leader
Burdekin Shire Council,
PO Box 974
AYR QLD 4807

On Line Form:

Located on the Burdekin Shire Council Website under the heading
Complaints, Compliments and Suggestions

<http://www.burdekin.qld.gov.au/>

By Phone:

(07) 4783 9800

By Fax:

(07) 4783 9999

In Person:

145 Young Street,
AYR, QLD 4807

Monday to Friday 7.00am to 5.00pm