

CUSTOMER COMPLAINT FORM

COMPLAINANT DETAILS

Name of Person Lodging Complaint:	
Address:	Daytime Contact No:
Email:	

COMPLAINT DETAILS

Date of Incident (if relevant):	Time:
Location of Incident:	
Who/What is the Subject of Your Complaint:	
Summary of Complaint/Issue:	

WITNESS DETAILS (please leave blank if not relevant)

Name:	
Address:	Daytime Contact Number:

COMPLAINT OUTCOME

As a result of making this complaint, is there any outcome you would like?	Yes	No
If yes, please provide details:		
COMPLAINANT SIGNATURE	DATE	
NAME OF EMPLOYEE RECEIVING COMPLAINT		

LODGEMENT

The Coorong District Council will accept complaints in the following ways:

a) In Writing

- By mailing Council at PO Box 399, Tailem Bend SA 5260
- Faxed to Council on (08) 8572 3822
- By email to council@coorong.sa.gov.au

b) In Person

- By telephoning 1300 785 277
- By attending one of Council's Offices located at Tailem Bend, Meningie or Tintinara.

Council Office	Hours open to Public	Days
Coorong Civic Centre 95-101 Railway Terrace, Tailem Bend	9:00am to 4:30pm	Monday to Friday
Meningie Information Hub 49 Princes Highway, Meningie	9:00am to 4:30pm (closed 12:30pm to 1:30pm)	Monday to Friday
Tintinara Customer Service Centre 37 Becker Terrace, Tintinara	11:00am to 3:00pm	Monday, Thursday & Friday

PROCESSING COMPLAINTS

- Council will acknowledge all complaints within 3 working days and try to resolve complaints within 15 days.
- If we have made a mistake, you will receive a written apology.
- We will have due regard to your privacy.

INVESTIGATION DETAILS

Name of person investigating incident:	
Title:	Date of investigation:
Investigation details:	

(If no action is to be taken, please explain why)

ACTIONS ARISING FROM INVESTIGATION**DATE TO BE
COMPLETED**

Further recommendations:	

INVESTIGATING OFFICER

Signature:	Date:
Complainant Advised: Yes No	Date: