

Request for Service and Complaint Form

Kowanyama Aboriginal Shire Council is committed to ensure that the standards detailed in our policies and stated in government guidelines and legislation are upheld. If a breach is identified, Council encourages that a Complaint be made so that Council has an opportunity to remedy the breach and improve service provision, transparency, and accountability.

Council also encourages general Requests for Services be made so that Council has an opportunity to assist. A Request for Service is a request for Council to act in relation to a service or product provided by Council, such as, rubbish on the street, a leaking water pipe or an overflowing waste bin.

For more information, please see our Complaints Management Policy.

Please Note:

- Council will accept anonymous complaints; however, the anonymity of the complaint may impact the assessment if insufficient information is provided,
- Staff members can assist Community Members to complete the Request for Service and Complaints Form.

First Name:		Surname:	
Address:			
Email Address:			
Contact No.:		Date:	

REQUEST DETAILS

- Request for Service (please complete Part 1) Complaint (please complete Part 2)

Part 1: Request for Service

Detail the service required:	
Location: Where the service is required.	

Part 2: Complaint

Describe your concern:

Please include as many details of what has taken place, persons involved, or policies that have been breached. You can attach additional pages if necessary.

Location:

When and where did this happen?

Supporting Documents:

Please attach any supporting documents to evidence your concern.

Please email this form to comments@kowanyama.qld.gov.au or send to:

*ATT: Complaints Officer
Kowanyama Aboriginal Shire Council
PO Box 30
Kowanyama QLD 4892*