



OFFICE USE ONLY
 Reference Number

FEEDBACK AND COMPLAINTS FORM

1. Your details

Family Name.....
 Given Name(s).....
 Address.....
 Phone Number: (Home)..... (Work)..... (Mob).....
 Fax:..... Email.....

2. Do you want to: (Please tick)

- Make a formal complaint
- Provide feedback
- Make a suggestion
- Other (please specify).....

3. Have you discussed this matter with a staff member?

- No (If no, please move to Q5)
 - Yes
- When was the matter discussed?
- With which staff member?
- What was the result?

4. Please provide details of the complaint and the outcome you are seeking.
 (You may wish to attach further documentation.)

.....

5. Your privacy notice and declaration.

The information provided on this form will be used by Roper Gulf Regional Council to follow up your complaint. The information may be provided by Roper Gulf Regional Council to external parties by direction pursuant to the *Information Act*, or to the Police for law enforcement purposes. The provision of this information is voluntary and will be stored securely. You may update your contact details at anytime.

Signature:..... Date:.....

Please return this form to your nearest Regional Service Delivery Centre or send to: complaints@ropergulf.nt.gov.au

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Received by:..... Date:.....
 Complaint delegated to:.....
 Action:.....
 Outcome:.....

Please see below a flow chart of the complaint process:

