

External Complaints

Your details:

Please provide us with your contact details:

Title	
First name	
Last name	
Address	
Daytime telephone	
Mobile telephone	
e-mail address	

About the Complaint:

Name of staff (if applicable)	
Name of Community	
What happened (summary only) PLEASE PROVIDE FULL DETAILS OF COMPLAINT ON THE NEXT PAGE	
Witness name (if applicable)	
Date of Incident	

Signature: Date of lodging Complaint:

I declare that the information supplied by me is to the best of my knowledge, true and correct.

Note: The information provided on this form will be used by Central Desert Regional Council to follow up on your complaint. The Council may provide this information to external bodies pursuant to The Freedom of Information Act or to the Police for law enforcement purposes. Complaint must be made within six months of an alleged misconduct.

Do you wish this to be kept confidential? <input type="checkbox"/> NO <input type="checkbox"/> YES
Why?

INFORMATION ABOUT COMPLETING THIS FORM

Your name and address

Your address and contact details will not be released unless necessary to deal with your complaint. If you have serious concerns about your name, or details of your complaint being released please check Keep Confidential.

After a decision has been made regarding your complaint, you will be told about the decision in writing.

Making a complaint against a staff member

If making a complaint against a staff member it should be about the behaviour of that staff member and it should contain information about why you think they have broken any part of the Council Code of Conduct. A copy of the relevant Code of Conduct is available from the council website or its offices.

The Chief Executive Officer, or a delegate will consider your complaint and decide whether or not there should be an investigation or informal resolution or no further action.

Details of the complaint

It is important that you provide all the information you wish to have taken into account when a decision is made whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the staff member said or did. For instance, instead of writing that the staff member insulted you, you should state what it was they said.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information.

Confidential requirements

Please complete this section if you are requesting that your identity is kept confidential.

In the interests of fairness and natural justice, we believe that staff members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you provide good reason.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. Your request will be considered alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

Additional help

Complaints must be submitted in writing. This includes fax and electronic submissions. However, Council Officers are available to assist with complaints at Council Offices in community should the need arise.

Once completed, please return the form to one of the following:

In person to your local Council office

By mail to:

Chief Executive Officer
Central Desert Regional Council
PO Box 2257, ALICE SPRINGS NT
0871

Via email to:

Info@centraldesert.nt.gov.au

