



Administrative Action Complaint Application Form

Form – Administrative Action Complaint Application Form

Council wants to make it easy for you to apply for an Administrative Action Review.

Simply fill out this form and send it to the Chief Executive Officer, Whitsunday Regional Council, PO Box 104, PROSERPINE QLD 4800 or email to info@whitsundayrc.qld.gov.au. If you prefer you can phone Council's Customer Service Centre on 07 4945 0200 visit our website at www.whitsundayrc.qld.gov.au for advice on how to apply for an Administrative Action Review.

You are encouraged to lodge a formal application for an Administrative Action Review so that we may have an opportunity to investigate the matter and respond to your request.

Please Note – the purpose of this form is to request a review of an administrative decision already made by Council. This form should not be used to lodge a request for service or complaint about a matter that is not an administrative decision. Contact the Customer Service Centre on 07 4945 0200 if you are unsure whether your matter is in relation to an administrative decision.

All Administrative Action Reviews follow the steps contained within the Administrative Action Complaints Management Process, which is available on Council's website and in Council's customer service centres.

Section 1 – Nature of Review

The administrative action I am unhappy with relates to:

A decision, or failure to make a decision, or a failure to provide a written statement of reasons for a decision.

An act, or failure to do an act.

The formulation of a proposal or intention.

The making of a recommendation.

Other (please specify): _____

Correspondence: Chief Executive Officer, Whitsunday Regional Council, PO Box 104, Proserpine, QLD 4800

P: 1300 WRC QLD (1300 972 753) **F:** (07) 4945 0222 **E:** info@whitsundayrc.qld.gov.au **www:** www.whitsundayrc.qld.gov.au

Bowen
Cnr Herbert & Powell Streets
Bowen QLD 4805

Proserpine
83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Streets
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Cannonvale
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Section 2 – Personal Details

Title		Last Name		Given Name/s		
Address					Postcode	
Phone (home)		Work		Mobile		
Other ways to contact you						
Are you the person affected by the complaint ¹ ?	Yes		No			
If not, please advise relationship to person affected by the complaint:	Parent		Friend	Other (please specify)		
If you are acting on someone's behalf, please advise his or her details:						
Title		Last Name		Given Name/s		
Address					Postcode	
Phone (home)		Work		Mobile		
Does the person affected by the complaint have a disability or other special need?	Yes		No			
If yes, please specify						

¹ Please note if you are acting on behalf of an affected person, Council will, except in certain circumstances, respond directly to the affected person.

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Section 3 – Review Details

Have you previously lodged an Administrative Action Review form with Council about this matter?

Yes

No

If yes, tell us your Customer Request Number, who you spoke to, what you were told and why you are still dissatisfied. Attach any document that you have from previous contact. Use a separate sheet if needed.

For NEW applications for Administrative Action Review, tell us WHAT happened or failed to happen. WHO was involved? WHEN did it happen?

Make sure that you include as many details as possible and attach any relevant documentation. Attach a separate sheet if needed. If you are making an anonymous application, please provide as much information as possible as Council will be unable to contact you to seek further information.

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What would you like to see happen as a result of your application for Administrative Action Review?

Declaration:

I declare that the above details are true and correct.

Signature: _____ Dated: _____

What to expect:

- We take administrative action review applications seriously.
- We will acknowledge your complaint within ten business (10) days of receiving this application.
- Urgent matters will be dealt with within fifteen (15) days.
- You will receive an outcome response to your administrative review application within thirty (30) days if it is considered non-urgent. For complex complaints, this period will be sixty (60) days. If, for some reason, these timeframes cannot be met, you shall receive correspondence outlining the nature of the delay and an estimated date for a response.
- If you have made an anonymous application, you will not receive a response as to the outcome of your application.

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Thank you for bringing this matter to our attention.

Privacy Statement.

Whitsunday Regional Council is collecting your name, address, contact phone number, details of the matter that could be deemed as your personal information and signature for declaration. This information will be used for the purpose of assessing your application and ensuring that we are able to remain in contact with you regarding the status of your application. This information will only be accessed by employees and/or Councillors of Whitsunday Regional Council. Some of this information may be given to:

- an external investigator for the purposes of an investigation;
- the person about whom the complaint was made, where the rules of natural justice requires;
- the Queensland Ombudsman in the event that a review of Council's decision is requested;
- Council's solicitors where legal advice is required;
- the Crime and Misconduct Commission and Queensland Police Service in the event that the matter involves criminal conduct or official misconduct; and
- other authorised government agencies as required to process your application.

Subject to the above disclosures, your personal information will not be given to any other agency unless you have given us permission or we are authorised or required by law to do so.

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