

## Administrative Action & Councillor Conduct Complaint

**PRIVACY NOTICE:** SOUTH BURNETT REGIONAL COUNCIL IS COLLECTING YOUR PERSONAL INFORMATION FOR THE PURPOSE OF PROCESSING THIS FORM. COUNCIL WILL RETAIN THESE DETAILS FOR THE PURPOSE OF CONTACTING YOU WITH REGARDS TO ANY COUNCIL RELATED MATTERS. YOUR PERSONAL DETAILS ARE HANDLED IN ACCORDANCE WITH THE *INFORMATION PRIVACY ACT 2009* AND WILL BE USED FOR THE PURPOSES OF RESPONDING TO YOU AND WILL NOT BE DISCLOSED TO ANY OTHER PERSON OR AGENCY EXTERNAL TO COUNCIL WITHOUT YOUR CONSENT, UNLESS REQUIRED OR AUTHORISED BY LAW.

**INSTRUCTIONS:** To assist you with making a Complaint, please complete this Complaint Form (which is also available on our website) and submit via:

in person at any Council Customer Service Centre;

By fax to 07 4162 4806;

By post to South Burnett Regional Council,  
Social & Corporate Performance Branch,  
P O Box 336, Kingaroy QLD 4610; or

By email to: [info@southburnett.qld.gov.au](mailto:info@southburnett.qld.gov.au)

You can also call Council for assistance with completion of the Form on 4189 9100

For further information refer to the [Guide for Customer Complaints](#) available on Council's website.

<i>Complainant details</i>			
COMPLAINANT		PERSON SUBMITTING COMPLAINT (ADVOCATE)	
		<i>NOTE: Only complete this section if you are advocating on behalf of the Complainant. You must provide a letter from that person authorising you to complete and submit this Complaint on their behalf and to whom correspondence and contact is to be directed.</i>	
Title		Title	
First name		First name	
Last Name		Last Name	
Address		Address	
Home phone		Home phone	
Mobile		Mobile	
Work phone		Work phone	
Email		Email	
What is your preferred contact method?	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter	Are you to be the recipient of communication on behalf of the Complainant?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If this is a Councillor Complaint - do you hold any of these positions with South Burnett Regional Council?	<input type="checkbox"/> Mayor <input type="checkbox"/> CEO <input type="checkbox"/> Councillor	Have you attached a letter of authorisation from the Complainant if you are acting on their behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please advise any disability or other special needs we should be aware of:			

## Complaint details – Administrative Action Complaint

**Administration Action Complaint** - (refers to a complaint regarding a decision of Council, a failure to make or act upon a decision of Council, or a failure of Council to take action. If your complaint is regarding a Councillor, please proceed to the Councillor Complaint section on the following page)

**When did the incident/action occur?**  
 A specific day  -     /     /  
 Over a period of time  between     /     /     and     /     /

<b>What is the location of the incident/action?</b>	<b>Town</b>	
	<b>Street &amp; Number</b>	

**Provide details of the issue – including what occurred, who was involved, when it happened and where it occurred. (attach a separate sheet if required)**

Please check box if separate sheets are attached?

<b>List any attached documents you are providing with this Complaint.</b>	<b>1</b>	
	<b>2</b>	
	<b>3</b>	
Do you require these documents returned to you at the conclusion of the investigation?     No <input type="checkbox"/> Yes <input type="checkbox"/>		

**Have you sought legal advice in relation to this issue?**     No  Yes (provide details)

**Have you sought any other type of advice (eg professional advisor/MP, etc)?**     No  Yes (provide details)

**What would you like to see happen as a result of your Complaint or how would you like the matter resolved?**

# Complaint details – Councillor Conduct Complaint

<input type="checkbox"/> <b>Councillor Conduct Complaint</b> - (refers to complaints regarding a Councillor whereby you believe official misconduct has taken place, they have failed to comply with council procedures and policies, or have behaved in an offensive or disorderly manner. If your complaint does not relate to a Councillor's Conduct, please complete 'Administration Action Complaint' section on the previous page)												
<b>What is the position of person whom the Complaint is against?</b>	Mayor <input type="checkbox"/> Councillor <input type="checkbox"/>											
<b>Name of the Councillor?</b>												
<b>What does the Complaint relate to?</b>	<input type="checkbox"/> Conduct at a Meeting <input type="checkbox"/> Conduct at a Committee Meeting  <input type="checkbox"/> Other conduct <input type="checkbox"/> During Council business hours <input type="checkbox"/> Outside of Council business hours											
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1												
2												
3												
<b>Any further information?</b>												

The officer considering your complaint is required to apply the principles of natural justice while they carry out their investigation. Natural justice involves informing the person/s complained about of the allegations against them and providing the right of reply. Natural justice also requires that the investigating officer will approach your case without bias, will not have a personal interest in the outcome and will only take action based on evidence.

This means Council is obligated to provide a copy of the de-identified complaint to those implicated to offer the opportunity to express their account of the matter. **If there is any reason why you do not want us to do this please tell us in the space below.**

Can we send a copy of your complaint to the person/s mentioned in your complaint?    Yes  No

*If no, please provide reason here for consideration.*

*I, the Complainant (or advocate of the Complainant) hereby declare that the above information is true and correct.*

**Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Position**  
(if a Council employee) \_\_\_\_\_

**Date:**    \_\_\_\_ / \_\_\_\_ / \_\_\_\_