

ELECTORAL COMMISSION OF QUEENSLAND CUSTOMER COMPLAINT FORM

Information for complainants

- A complaint should only be lodged if you have been unable to resolve your issue or concern informally.
- Standard complaints may take up to 30 working days to finalise.
- Complex complaints may take up to 45 working days to finalise.
- Complainants may be asked to provide additional information to support their complaint.

Personal Details

Title:_____ Last Name:_____ First Name: _____

Address:_____

Phone (H)_____ (W)_____ (M)_____

Email address:_____

Preferred method of contact Telephone Letter Email

Complaint Details

Have you lodged a complaint about this issue before? Yes No

If yes, when:_____

Complaint Summary:

Please outline what happened, when it happened, where it happened and who was involved? If necessary, attach an extra page to outline the complaint. Any documentation that supports your complaint should also be provided (copies only).

What is your expected outcome?

Acknowledgement

All of the information provided is true and correct to the best of my knowledge.

Signature: _____ Date: _____

Privacy Notice

Our commitment to you:

We will only use the information provided on this form to resolve your complaint. We will usually provide the information you give us to other business units within the department that may have information relevant to your complaint so that it can be managed fairly.

Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. None of the information you provide on this form will be disclosed outside this department without your permission, unless we are required to do so by law.

To be filled in when an ECQ staff member has lodged a complaint on behalf of a customer.

Privacy Statement: I _____ certify that the privacy statement was read out to the customer, and that the customer accepted the terms of the privacy statement.

Office use only

Receiving Officer: _____

Position: _____

Complaint lodged: Telephone Letter Email

Referred to Complaints Officer: _____ Date: _____

Notes: _____

