

COMPLAINT LODGEMENT FORM



Information for complainants

A complaint should only be lodged if you have been unable to resolve your issue or concern informally. Complainants may be contacted and asked to provide additional information to support their complaint.

1. Personal details			
Title:	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other
Family Name:			
Given Names:			
2. Contact details			
Current Residential Address:			Postcode:
Mailing Address: <i>(If different to residential address)</i>			Postcode:
Email:			
Telephone:		Mobile:	
Preferred Contact Method:	<input type="checkbox"/> Telephone	<input type="checkbox"/> Mobile	<input type="checkbox"/> Letter <input type="checkbox"/> Email
3. Complaint details			
Have you lodged a complaint about this issue before?	<input type="checkbox"/> No <input type="checkbox"/> Yes <i>If yes, when:</i>		
Have you lodged your complaint to any other department/agency?	<input type="checkbox"/> No <input type="checkbox"/> Yes <i>If yes, to whom:</i>		
4. Complaint summary			
When it happened:			
Where it happened:			
What happened <i>(details of your complaint)</i> – Please include details such as grounds of the complaint (why the action/decision was wrong), and any detriment suffered (how you are affected):			
What would you like to happen to resolve your complaint:			
			§ Attach any documentation that supports your complaint.
5. Acknowledgement			
All the information provided above is true and correct to the best of my knowledge.			
Signature: Date: / /			
This form can be submitted to the Gold Coast Waterways Authority via:			
Email: mail@gcwa.qld.gov.au		Post: PO Box 107 Southport Qld 4217	
		In Person: 40-44 Seaworld Drive Main Beach Qld 4217	
Office use only			
Registration Number:		Action Officer:	
Date:		Position:	
Complaint lodged via:	<input type="checkbox"/> Telephone <input type="checkbox"/> In person <input type="checkbox"/> In writing		
Note:			

Privacy Notice

Gold Coast Waterways Authority will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers. In the event that your complaint is unresolved and you request an external review your details will be disclosed to the Queensland Ombudsman for the purposes of the review. Your personal information will not be disclosed to any other organisation unless required to do so by law.

