



COMPLAINT LODGEMENT FORM

Post, Visit or Contact: your local metropolitan or country office

1. Your name + contact details

NAME: Title First Name Surname

ADDRESS

SUBURB P/CODE

CONTACT DETAILS

PHONE (work) (home)

MOBILE

EMAIL

ARE YOU UNDER 18 YEARS OF AGE? YES NO

DETAILS OF PERSON ACTING ON BEHALF OF COMPLAINANT (if applicable)

Phone

PERSON TO BE CONTACTED (if different from above)

Phone

PREFERRED METHOD OF CONTACT

- DBCA Staff will
• Take each complainant seriously, irrelevant of age, sex, ethnicity.
• Handle your complaint in a confidential manner.
• Accept the complaint in an open approachable manner.
• View complaints as an opportunity to improve the way we do business and to better understand our customers' needs.
• Listen carefully.
• Be helpful & courteous.
• Provide feedback in a timely manner.

2. What is your complaint about?

Customer Service DBCA Officer or volunteer Infrastructure
Fire Management Other Appeal against a previous DBCA decision (Complete Section 4)

FURTHER DETAILS:

(please feel free to attach further details to this complaint lodgement form)

3. Problem Encountered

PLACE & DATE OF OCCURRENCE:



4. Are you appealing against a previous complaint outcome?

Yes / No (please circle)

If Yes, please provide details (if known)

COMPLAINT NUMBER _____

DBCA OFFICER _____

DATE _____

OUTCOME _____

5. Remedy Requested

Yes No

If yes, please specify:

6. Signature, Date of Customer

Signature _____ Date _____

7. List of Attachments

Office Use

DBCA Receiving Officer _____ Extension _____

Date Complaint Received _____

Matter Resolved Yes / No

If yes, please provide details below on how matter was resolved and then register and close the complaint within EDRMS. Refer to Complaint Handling Guide available on intranet for guidance.

If not, please forward a completed Complaint Lodgement form & attachments to Designated Manager of the relevant Branch/Section Manager (Tier 1 complaint); or the relevant Divisional Director (Tier 2 appeal) or the relevant Deputy Director General (Tier 3 or Tier 4 appeals). Refer to Complaint Handling Guide available on intranet for guidance.