

Please complete all details in full.

Privacy statement

Strathfield Council is collecting your personal information in accordance with the *Local Government Act 1993* in order to investigate complaints. The information will be used only by authorised officers and, in the case of escalated complaints, by authorised State government agencies for the purpose of reviewing complaint decisions. Please be aware that while the identity of a complainant will not be disclosed, in certain circumstances, the subject of the complaint, of itself, will identify a complainant, e.g. a dividing fence. Information collected may be used to ensure that Strathfield Council records are accurate. Details of complaints are stored on a secure file and only de-identified information is used for reporting purposes. Your information will not be given to any other person or agency unless you have given us permission or we are required or allowed to by law.

1. Personal details

Name

Address

Telephone / mobile

Email

Signed

Date

Are you the person affected by the complaint?

☐ Yes

☐ No

If you are acting on behalf of an affected person, please provide details about the affected person.

Name

Address

Telephone / mobile

Email

Your relationship to the affected person

2. Complaint details

Have you raised this complaint with the Strathfield Council before?

☐ Yes

☐ No

If yes, who did you speak with or write to and when?

Please describe your complaint in detail, including dates, times, who was involved, where and when the action occurred. Attach further information on a separate sheet, if necessary.

What would you like to see happen as a result of your request?

3. What to do with this form

Please send the completed form to:

**Chief Executive Office
Strathfield Council
PO Box 120, Strathfield NSW 2135
Email: council@strathfield.nsw.gov.au**

Alternatively, the form may be left with a Customer Service Officer at our Offices located at 65 Homebush Road, Strathfield.

4. What to expect

Strathfield Council takes complaints seriously. A Council Officer will acknowledge receipt of this complaint within 5 working days of receiving your complaint to advise you what will be done to address the issues raised and how long this will take.

5. Office use only

Date Received by	Referred to and date	Customer acknowledged & date	ECM references