



Customer Complaint Form

You should complete this form and then return to Council's Administration Centre located in the Town Hall Office 265 Grey Street, Glen Innes. Customer Service is opened 8.30am – 4.30pm Monday to Friday. Alternatively, you can mail your completed form to: Glen Innes Severn Council, PO Box 61, Glen Innes NSW 2370 or send via email to council@gisc.nsw.gov.au.

Your Details

Name: _____

Address: _____

Telephone: _____

Email: _____

Other Contact Details: _____

Details of Your Complaint

Date: _____ Time: _____

Complaint Outcome

As a result of making this complaint is there any outcome you would like?

Yes No

If yes, provide details: _____

Signature _____

Date _____

The remainder of this form is for **OFFICE USE ONLY**

Lodgement Details

Date: _____ Time: _____

Lodgement Officer: _____

Method of Lodgement: Phone In-Person Other

If other, provide details: _____

Comments:

Note: All complaints to be forwarded to the Records Supervisor for registration. This matter is to be distributed to the Public Officer and Corporate and Community Services Customer Request Coordinator to determine if the complaint is valid and then notify the appropriate Manager / Director. Refer to Council's Complaints Policy.
