



# SHIRE OF GOOMALLING

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## GENERAL COMPLAINT FORM

This form is to be used for general complaints in regards to infrastructure and staff/councilors only. Compliance breaches require an official complaint form (breach); and incident reports are required for matters relating to staff.

### COMPLAINANT

Full name	
Organisation name	
Residential address	
Postal Address	
Home phone	
Work phone	
Mobile 1	
Mobile 2	
Email	

### PROPERTY INFORMATION (if applicable)

Assessment no	
Property address	

### COMPLAINT

<b>Category of complaint</b>
<input type="checkbox"/> Roads <input type="checkbox"/> public spaces (include recreation/reserves & parkland) <input type="checkbox"/> caravan park <input type="checkbox"/> sewerage <input type="checkbox"/> footpaths <input type="checkbox"/> lights <input type="checkbox"/> refuse site <input type="checkbox"/> other _____ <input type="checkbox"/> staff (other than compliance breach) <input type="checkbox"/> councillor (other than compliance breach) ***infrastructure may need a hazard report if it is a safety concern ***personnel complains should be accompanied by an incident report
<b>Details of complaint (provide as much detail as possible Attach photos/map)</b>
<b>LOCATION:</b>
<b>URGENCY:</b> <input type="checkbox"/> HIGH <input type="checkbox"/> MEDIUM <input type="checkbox"/> LOW
<b>WORKS REQUIRED:</b>

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**OFFICE USE ONLY**

Complaint received by

Date Received

 In person     over phone     In writing

Action required

**Manager sign off** Action completed     complaint resolved     complaint referred

Name

Position

Signature