



We welcome your feedback and suggestions for any improvements to our service

Customer Details

Surname:	<input type="text"/>	First name:	<input type="text"/>
Address:	<input type="text"/>		
Suburb:	<input type="text"/>	Postcode:	<input type="text"/>
Contact Phone:	<input type="text"/>	Mobile:	<input type="text"/>
Email:	<input type="text"/>		

Feedback Reason

<input type="checkbox"/> Complaint	<input type="checkbox"/> Request	<input type="checkbox"/> Compliment/Suggestion
Have you previously reported this to Council?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Address or Location of Request

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Details

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Declaration

I understand that information provided with this form and any subsequent information submitted as part of this form is collected for the purpose of dealing with your complaint and the consequence of non-provision of information may be the inability to resolve your complaint.

Name:	<input type="text"/>		
Signature:	<input type="text"/>	Date:	<input type="text"/>

Conditions

Cumberland City Council is committed to providing outstanding customer service. The Council encourages and values feedback as part of an effective compliments and complaints management system. In accordance with the Council's Complaints Management Policy, complaints are promptly and fairly resolved through a transparent and consistent process.

The Council aims to provide a response to complaints within 15 business days. Where the nature of the complaint requires investigation or a more complex response, the Council will contact the complainant and advise of the expected timeframe for response.

Disclosure

Personal Information contained on this form is collected in accordance with section 8 of the *Privacy and Personal Information Protection Act 1998 (NSW)*. Complaint records will be stored in Council's Electronic Records Management System and may be disclosed to Councillors, Council officers, consultants to Council or members of the public. Council is obligated to allow inspection of its records, including any application you make in accordance with the provisions of the *Government Information (Public Access) Act 2009*. If you prefer your contact details not to be disclosed, please indicate on this form, however Council may be compelled to release your information for legislative or judicial reasons.

Cumberland City Council

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