

Customer feedback can be a suggestion, an enquiry, a complaint or a compliment on the services that council delivers. Through this form, council aims to provide you with an easy way to lodge your feedback.

Should you wish to lodge more than one piece of feedback please use a separate form for each piece.

Please note: this form should ONLY be used to lodge customer feedback and NOT a request for service.

CONTACT DETAILS					
Would you like to lodge your feedback under your name or anonymously?			<input type="checkbox"/> Under my name	<input type="checkbox"/> Anonymously	
<p>Note: If you wish to lodge your feedback anonymously, you can choose whether or not to fill in contact details below. We will only use any personal details you provide if we need to contact you privately regarding your feedback and none of your details will be shared or stored without your consent (please see Collection Notice with links to our Privacy Policy and Personal Information Digest at the bottom of this form for more information on use of your personal details).</p>					
Title		Given names		Surname	
Postal address					
Suburb		State/Territory		Postcode	
Email address			Mobile		
Preferred contact method		<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Post	
		<input type="checkbox"/> Other (please specify) _____			
ALTERNATIVE CONTACT DETAILS (OPTIONAL)					
Is there someone you would prefer to act as an agent on your behalf in relation to your feedback? <small>(*If yes is selected please complete agent's details, council will respond to the nominated person)</small>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Title		Given names		Surname	
Postal address					
Suburb		State/Territory		Postcode	
Email address			Mobile		
Preferred contact method		<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Post	
		<input type="checkbox"/> Other (please specify) _____			

FEEDBACK DETAILS

Feedback Type

Suggestion

Enquiry

Compliment

Complaint

SUGGESTION

Please provide in detail your suggestion to council along with an overview of what happened to lead to you lodging this suggestion

ENQUIRY

Please provide in detail your enquiry to council

COMPLIMENT

Please provide in detail your compliment to council

Please attach any documents to support your compliment (if applicable)

COMPLAINT		
Have you previously raised this particular complaint with us?*	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If YES is selected		
Please detail approximately when you previously raised this complaint *		
Previous complaint details:* <i>(Please detail who you have been dealing with at council, what you were told, why you feel this situation has not been resolved and include any previous reference numbers provided by council.)</i>		
What would you consider the ideal resolution to your complaint?*		
Have you already taken any action regarding your complaint?* <i>(For example: have you sought assistance from a solicitor, professional advisor, MP or investigation agency? Please provide details of who you spoke to, when you spoke to them and what advice was given.)</i>		
If NO is selected		
Please provide an overview of what happened to lead to you lodging this complaint* <i>(Please be as specific as possible about the nature of your complaint. For example: does your complaint involve a decision or action that impacted you? Does it involve the quality of our service and how?)</i>		
Please detail who was involved in the situation leading to this complaint*		
Please advise the date (or approximate date) that this situation took place*		
Please detail where the situation leading to this complaint took place*		
What would you consider the ideal resolution to your complaint?*		
Please attach any documents to support your new complaint (if applicable)		
Are you seeking a response to your complaint?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

* required field

COLLECTION NOTICE

Ipswich City Council is collecting your personal information for the purpose of dealing with your feedback and meeting council's statutory reporting obligations. We will not disclose your personal information outside of council unless we are required by law or you have given your consent. However, in order to perform the above functions, we may need to disclose your personal information to agencies, such as the Office of the Information Commissioner, the Queensland Ombudsman and/or other third parties (for example, to an agent you have authorised to act on your behalf). In addition, the information supplied in this form may be kept on a database for reporting/ statistical purposes. Any information used for statistical reporting will be de-identified. By checking the acknowledgment box below this notice we will consider that you have given us your consent to manage your personal information in the manner described in council's Privacy Statement, Personal Information Digest and this Collection Notice.

I have read, understood and agreed to the terms of the above Collection Notice, Privacy Statement and Personal Information Digest

LODGEMENT

In person:

Ground Floor
1 Nicholas Street
Ipswich QLD 4305

Or scan the
QR code for
all in person
locations



Post to:

Ipswich City Council
PO Box 191
IPSWICH QLD 4305

Email:

cmu@ipswich.qld.gov.au