



**Latrobe City**  
a new energy

# Citizen Complaints Form

Name:

Postal Address:

Residential Address:

Email:

Phone number:

**Details of complaint**

*What is the nature of the complaint? Please provide as much detail about the issue as possible*

When did this occur (if known)?

Who was involved?



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# Citizen Complaints Form

What action has been taken (if any)?

Has this been previously reported by you or someone else?

How many times has this been reported?

If you have contacted us previously, do you remember who you spoke to?

Preferred contact method/date/time?

## OFFICE USE ONLY

Initial Contact  
Officers Name:

Date Received:

## What is a complaint?

A complaint is an expression of dissatisfaction with Council's level and quality of service, policies or procedures. Dissatisfaction may arise from the service provided by Council staff, councillors, contractors and systems or from the impact of a particular policy or procedure.

## Where do I send my complaint?

Please address all correspondence to:

Chief Executive Officer  
Latrobe City Council  
PO Box 264 Morwell 3840

## Questions?

### Latrobe City Council

141 Commercial Road, Morwell VIC 3844

Phone: 1300 367 700

Fax: (03) 5128 5672

Web: [www.latrobe.vic.gov.au](http://www.latrobe.vic.gov.au)

Email: [latrobe@latrobe.vic.gov.au](mailto:latrobe@latrobe.vic.gov.au)

### Disclaimer

The personal information requested on this form is primarily being collected by the City for the purpose of investigation and responding to a complaint. This information will be used solely by the City for that purpose or directly related purposes. The City may disclose some of this information to relevant organisations if the nature of the complaint involves services delivered/matters dealt with by parties other than Council. If sufficient information is not collected on this form, Latrobe City Council may not be able to effectively address the issue(s) raised and provide feedback to the submitter.

The submitter understands that the personal information provided is to assist in the resolution of a complaint and that he or she may apply to Latrobe City Council for access to and/or amendment of the information. Requests for access and or correction should be made in writing addressed to the Privacy Officer, Latrobe City Council.