Facsimile: 02 4654 7829
37 John Street, Camden
19 Queen Street, Narellan

Telephone: 02 4654 7777

mail@camden.nsw.gov.au
PO Box 183 CAMDEN NSW 2570
DX 25807 CAMDEN

COMPLAINT FORM

Council's Complaint Management Policy defines a complaint as an expression of dissatisfaction with the service provided by Council.

This form is not for requests for service or reports of damage / hazards. To lodge these General Service Requests, please contact Council's Customer Service on 02 46 54 7777 or via Council's Customer Service Counters located at 37 John Street, Camden and 19 Queen Street, Narellan.

YOUR CONTACT DETAILS

Name: ……

Postal Address: ……

Contact Phone Numbers: ……..

Email Address: ……..……

Signature: ……..……..…… Date:……

I would like my complaint to be kept confidential:

☐ Yes ☐ No

DETAILS OF COMPLAINT

Please indicate if your complaint relates to:

☐ a Councillor or the General Manager ☐ a member of staff

☐ a standard of service provided or service you have received

☐ an action or lack of action taken by the Council or its employee

Please provide concise details of the complaint (please attach additional information if required):

……..……
……
……..……
……..……
……
……
……..……
……
……
……..……
……

What would you like to see happen (ie, your ideas and suggestions on how we can fix the complaint/problem)?

……..……
……
……
……..……
……

Please return your completed form to Council via mail, fax or email as noted above.
Your complaint will be acknowledged within five (5) business days from the date of lodgement.