

APPLICATION FOR AN ADMINISTRATIVE REVIEW

We want to make it easy for you to apply for an administrative review. Simply fill out this form and send it to the Chief Executive Officer, Logan City Council, PO Box 3226, LOGAN CITY DC QLD 4114. If you prefer, you can ring our Customer Service Office on 3412 3412, or visit our website at www.logan.qld.gov.au for advice on how to apply for an administrative review.

You are encouraged to lodge a formal application for administrative review so that we may have the opportunity to investigate the matter and respond to your request.

Please note - This form is designed to be used to request a review of an administrative decision. That is, if you have previously lodged a complaint/request for service with Council, have received a decision letter and you are still dissatisfied you can apply for an administrative review via our General Complaints Process. Contact Customer Service Office on 3412 3412 to lodge a "first time" request for service.

NATURE OF REVIEW

I am unhappy with:

- How a Council Officer has treated me.
- How a Councillor has treated me.
- The quality to which my request has been actioned.
- The length of time it took to action my request.
- Other (please specify) _____

PERSONAL DETAILS

Title: _____ Last Name: _____ First Name/s: _____

Address: _____ Post Code: _____

Telephone (home): _____ (work): _____ (mobile): _____

Other ways to contact you (eg facsimile): _____

Preferred ways to contact you: _____

Are you the person affected by the complaint? Yes No

If not, please advise relationship to the person affected by the complaint: Parent Friend

Other (other please specify) _____

If you are acting on someone's behalf, please advise his or her details:

Title: _____ Last Name: _____ First Name/s: _____

Address: _____ Post Code: _____

Telephone (home): _____ (work): _____ (mobile): _____

Does the person affected by the complaint have a disability or other special need? Yes No

If yes, please specify: _____

REVIEW DETAILS

Have you raised this matter with us before? Yes No

If yes, tell us your Customer Request Number _____, who you spoke to, what you were told and why you are still dissatisfied. Attach any document you have from your previous contact. Use a separate sheet if needed.
