

**OFFICE USE ONLY:**

Date Received / / Record No:.....

Response/acknowledgement to be provided within 10 business days / /

Action Taken

Council Agenda ...../...../..... Yes No

Compliments

Employee and/or Team Advised

Nominate for Staff Incentive Award? Yes No

Comments.....

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Complaints and Suggestions for Improvement

Officer responsible for Investigation.....

Outcome / Follow up Action required:

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Response Sent to Customer

Sign off Responsible Officer once Process Completed: .....

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**City of Port Lincoln**  
Level One, Civic Centre, 60 Tasman Terrace  
PO Box 1787, Port Lincoln  
South Australia 5606  
T: 08 8621 2300 F: 08 8621 2399  
E: plcc@plcc.sa.gov.au  
www.portlincoln.sa.gov.au

2-26-T1



# Customer Service Feedback / Complaint Form City of Port Lincoln



## Compliments, Complaints & Suggestions for Improvement



# Compliments, Complaints & Suggestions for Improvement

## Our Vision

“A progressive, vibrant and safe coastal city that is an attractive place in which to live, work and grow”

Council will commit to achieving this Vision by:

- Providing services and infrastructure that meet the needs of our community;
- Building a safe environment for our community;
- Improving community wellbeing and environmental sustainability.

Council Members and staff are committed to applying the following principles and values to guide the decision-making and conduct of Council business and operations:

- honesty and transparency in all things we do;
- accountability and fiscal responsibility;
- being responsive to our community's needs;
- awareness of and responsiveness to emerging trends;
- being socially responsible;
- providing community spaces and facilities which meet Risk Management requirements;
- providing safe work places for employees and contractors;
- providing leadership to the Community;
- actively engage and communicate with the Community and external stakeholders.

*If you would like a response from Council please complete your contact details:*

Name: .....

Residential Address: .....

Postal Address: .....

Contact Phone Numbers: .....

Email: .....

Please  the appropriate box

We encourage Compliments, Complaints and Suggestions for Improvement from our Community to ensure we meet our Principles and Values and achieve our Vision.

Compliments - everyone likes to know they are “doing a good job” please let us know if you would like a compliment passed on to our staff for a service or function

Complaints - We take all complaints seriously. All complaints will be investigated and you will be informed of the outcome or findings (*include date, time & location and description of event, names whom you have spoken to and dates and the outcome that you hope to achieve and include any documents/letters relevant to the complaint*)

Suggestions for Improvement - please let us know if there is a service, function or infrastructure which you feel we could do or provide better for our Community. We will review all suggestions on a regular basis and inform you of the result

**Your Compliment, Complaint or Suggestion:** *(attach a blank page if further space required)*

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Please complete this form and return to the Council Office at:

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| <ul style="list-style-type: none"> <li>• Level One, Civic Centre<br/>60 Tasman Terrace</li> <li>• Freepost No 38</li> </ul> | <ul style="list-style-type: none"> <li>• Fax to 8621 2399</li> <li>Or return to the <u>Port Lincoln Library</u></li> <li>• 2 London Street (TAFE Building)</li> </ul> |
|---|---|

Or you may complete and lodge online at [www.portlincoln.sa.gov.au](http://www.portlincoln.sa.gov.au)