



## Appendix B

### REFERRAL OF COMPLAINT

To:

Dear \_\_\_\_\_,

Pursuant to your appointment to the panel of complaints officers established by the Lockhart River Aboriginal Shire Council to investigate complaints received under the Council's General Complaints Process, the following complaint is referred to you for investigation and report:-

#### Details of complaint to be investigated:

(1) Name of complainant:

\_\_\_\_\_

(2) Nature of complaint:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(3) Date complaint received: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Time frame for resolving complaint: The complaint has been assessed as urgent/non-urgent/complex and the time frame for resolving the complaint is \_\_\_\_\_ days

(NOTE that the time frame for dealing with a complaint is measured from the date of receipt of the complaint to the date the complainant is informed of the outcome of the complaint)

Access to relevant documents and records: Access will be provided to all relevant documents from the Council's records to enable an assessment of the complaint to be undertaken. Please note that any records or documents relating to the investigation that have been removed from the Council's premises during the course of the investigation are to be returned to the Council at the

# LOCKHART RIVER ABORIGINAL SHIRE COUNCIL



time of submission of the investigation report to me.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<Insert CEO Name>  
**CHIEF EXECUTIVE OFFICER**

.....

I, \_\_\_\_\_, acknowledge receipt of this referral of complaint and a copy of the relevant letter of complaint/complaint details.

\_\_\_\_\_  
Signed

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date