Complaint form

The form should be filled out in its entirety or to the best of your ability. Your details are important as an officer may need to contact you. The following details will help us investigate your complaint and provide you with a response.

You can complain anonymously, although anonymity can limit the processes able to be undertaken as there will be no way to seek clarification of issues or to provide you with feedback.

# Personal details

To complete this form electronically, click on the grey highlighted section and enter your comments/responses.

Name:

Address:

Phone:

Email:

Date:

How would you prefer us to contact you?

[ ] Phone [ ] Email [ ] Post

# Details of the complaint

Summarise your complaint in less than 500 words. What happened? Who was involved? When and where did it happen? Attach a separate sheet if you need more space.

To complete this form electronically, click on the grey highlighted section and enter your comments/responses.

Have you discussed your concern with a departmental officer?

[ ] Yes [ ] No

If yes, please enter the name and location of the person you have been dealing with.

To complete this form electronically, click on the grey highlighted section and enter your comments/responses.

What do you believe should happen to resolve your complaint?
To complete this form electronically, click on the grey highlighted section and enter your comments/responses.

Do you have a disability or special needs that would need to be taken into account when we deal with your complaint or when we communicate with you?

To complete this form electronically, click on the grey highlighted section and enter your comments/responses.

If it is necessary, do you give consent to provide your personal information to a relevant third party for the purpose of resolving your complaint?

[ ] Yes [ ] No

Privacy statement

The Department of Environment, Science and Innovation is collecting your personal information on this form for the purpose of assessing and resolving your complaint. Your personal details will not be disclosed to any other third party or used for any other purpose without your consent, unless authorised or required by law.