

Shire of Cocos (Keeling) Islands

Customer Service Feedback Form

Customer's Signature:

This form can be used for feedback, suggestions or complaints regarding the Shire policies, procedures, fees & charges, employees, contractors or the quality of the services and/or works provided.

It is important to note that a complaint is <u>not</u> the same as a request for service, a request for information, an inquiry seeking clarification of an issue or seeking a review of a Council or Council Officer's decision or conditions relating to a decision.

Name of Customer/s:	
Address in full:	
	Phone
Email:	
Feedback or Complaint:	
	(Add separate page if you require more space)
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Recommendation or suggestion:	
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	(Add separate page if you require more space)

Office Use Only	
Feedback Taken By:	Date:
Actioning Officer:	
Action Taken By:	Date:
DETAILS OF ACTIONS TAKEN:	
REPLY: Date of reply to Customer	
Letter/Email/Phone Call/Personal	
0.0	
SIGNED:	
CHIEF EXECUTIVE OFFICER	