



## Help us to deliver better service

Maroondah City Council's Customer Response Program provides an opportunity for our customers to provide feedback on our service standards.

We are committed to resolving issues promptly and openly. In most instances, issues will be resolved at the first point of contact with the service team concerned. If you are unhappy with a resolution, believe a service failure has occurred, or wish to provide feedback on a service, please complete the form below.

Is this a:      Complaint                       Feedback

Has a request been lodged previously?      Yes                       No

If Yes:

Contact Person: \_\_\_\_\_

Service Area: \_\_\_\_\_

Feedback

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Please attach any previous correspondence.

**If you wish, you can provide your details overleaf so that we are able to contact you.**

**Your details (optional)**

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone (business hours) \_\_\_\_\_ after hours \_\_\_\_\_

Email \_\_\_\_\_

Thank you for taking the time to complete this form. If you have a complaint, you will be contacted within two to five business days by the Team Leader Customer Service, who will discuss with you the next step in resolving your issue.

A Customer Request Number will be issued as a reference point for future contact with Council. You are welcome to contact the Team Leader of Customer Service on 1300 88 22 33 to discuss any queries prior to lodging this form.

Please return this form to any Service Centre, or post to:

Team Leader Customer Service  
Maroondah City Council  
PO Box 156  
Ringwood VIC 3134

**Privacy Act**

Maroondah City Council is committed to privacy principles as prescribed by the Information Privacy Act. The information on this form is being collected to ensure that Council services continue to meet the expectations of residents and to take any corrective actions that may be required. Provision of your personal information may be passed on to other areas within Council for the purpose of collating statistical information or if your feedback relates to that area.

Your information will not otherwise be disclosed except as required by law. Council has a Privacy Officer to assist in the implementation of the legislation in addition to handling any enquiries.

The Privacy Officer may be contacted on **1300 88 22 33**  
or email [privacy@maroondah.vic.gov.au](mailto:privacy@maroondah.vic.gov.au)

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**Office Use Only**

Customer Request Number: \_\_\_\_\_

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

Inputting Officer: \_\_\_\_\_