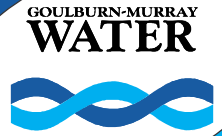


# Complaint Management Form



## CUSTOMER DETAILS

1. Water Allocation Bank Account No.:	<input type="text"/>	Property No.:	<input type="text"/>
Service Point / Outlet No.:	<input type="text"/>	[Please note: At least ONE of these three fields SHOULD be completed, however we also accept anonymous complaints.]	

2. Full Name:	<input type="text"/>
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3. POSTAL ADDRESS				
Address Line 1:	<input type="text"/>			
Address Line 2:	<input type="text"/>			
Town:	State:	<input type="text"/>	Postcode:	<input type="text"/>

4. Phone Number:	<input type="text"/>	Mobile Number:	<input type="text"/>
Fax Number:	<input type="text"/>	Email Address:	<input type="text"/>

## COMPLAINT DETAILS

Date:	<input type="text"/>	Time:	<input type="text"/>
G-MW Department/Employee	<input type="text"/>		

Description of Complaint
<input type="text"/>

### Privacy

Goulburn-Murray Water protects your privacy by collecting and handling your personal information in accordance with the requirements of the *Information Privacy Act 2000*. Personal information you provide in connection with your complaint will be used for the purpose of investigating your complaint. In some cases, to fully investigate your complaint, and to ensure that the complaint is handled fairly, your information may be disclosed to others who may have relevant information, including the person or area you may have complained about. In such cases disclosure will only occur with your consent or as otherwise permitted under privacy legislation. You have a right to access personal information you provide to Goulburn-Murray Water. For further information regarding Goulburn-Murray Water's privacy statement please refer to our website at [www.g-mwater.com.au](http://www.g-mwater.com.au)