

COMPLAINT MANAGEMENT FORM



CUSTOMER DETAILS

1. Water Allocation Bank Account No.:	<table border="1"><tr><td>A</td><td>B</td><td>A</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	A	B	A								Property No.:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										
A	B	A																					
Service Point / Outlet No.:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>											Please note: At least ONE of these three fields SHOULD be completed, however we also accept anonymous complaints.											

2. Full Name:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				

3. POSTAL ADDRESS																																		
Address Line 1:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																																	
Address Line 2:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																																	
Town:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																					State:	<table border="1"><tr><td></td><td></td><td></td></tr></table>				Postcode	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						

4. Phone Number:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																					Mobile Number:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
Fax Number:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																					Email Address:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				

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Date:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>											Time:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										
GMW Department/Employee	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																						

Description of Complaint																				
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PLEASE RETURN FORM TO:	Goulburn-Murray Water PO Box 165 TATURA VIC 3616	OR	Email: ComplaintsMgtSys@gmwater.com.au Fax: (03) 5833 5501
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Protecting Your Privacy
Goulburn-Murray Water protects your privacy by collecting and handling your personal information in accordance with the requirements of the Privacy and Data Protection Act 2014. The personal information collected in this form will only be used for the purpose of updating our customer database. It will only be disclosed to appropriate staff in regard to the purpose for which it was provided. You have a right to access and correct 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.gmwater.com.au

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