



## Complaints and appeal form

If you are dissatisfied with any aspect of our service, you can lodge a complaint. You can also appeal any decision we have made, to have it reviewed. Complaints made anonymously will not be actioned.

Complaints should be addressed to: Rangitikei District Council  
Private Bag 1102  
Marton 4741

Your name:	
Your address:	
Your organisation (if relevant):	
Your email:	
Your contact phone number:	
Your preferred method of contact:	Email
	Phone
	Post
You'll need to provide us the following information:	
The date the incident occurred	
The nature of your complaint (guidance information, vetting, lodgement, inspection, notice to fix, code compliance certificate or compliance schedule), being as specific as possible:	
Copies of any supporting information (if applicable)	
The nature of your relationship with us (customer, regulator, or stakeholder).	
Council department and/or Council officer you have been dealing with.	
What is your desired solution:	
Would you like someone to call you to discuss your complaint in more detail?	No
	Yes

We'll respond within three working days of receiving your complaint at which time you may be asked whether you wish to be heard in relation to the complaint, or to provide further information. All complaints will be actioned within 10 working days of receipt of complaint, unless a request for further information is made.

For more information about the complaint process and our commitment to you, visit our complaints page, on our website [www.rangitikei.govt.nz](http://www.rangitikei.govt.nz)