

# LIQUOR COMPLAINT FORM

## YOUR DETAILS

Your name: .....

Your residential address: .....

Town / Postcode: .....

Your email address: .....

Your preferred contact number: .....

## COMPLAINT DETAILS

Name of premises: .....

City/Town: .....

Date/s of incident: .....

Time of incident/s: .....

Your Complaint relates to (please specify):

- Responsible Serving of Alcohol (RSA)
- Hotel Operation
- Young People and Liquor (persons under 18)
- Drunken or Anti-social Behaviour
- Noise (music)
- Noise (other)
- Other (please specify).....

In what capacity are you making this complaint:

- Customer
- Resident
- Employee
- Other (please specify).....

**DETAILS OF THE INCIDENT** (e.g. level of intensity, duration, number of people involved, and impact on you)

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(Further information may be included in the Additional Details section at the end of this form)

Did you raise your complaint with anyone at the premises?

(We recommend that you raise your concerns with the licensee or someone in authority at the premises involved, in the first instance)

- Yes
- No

If YES – please provide name and position:

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When and how did you raise your concerns?

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Have you referred the matter to any other agency (e.g. Tasmania Police or the relevant council?) If yes please provide details.

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Are you prepared to provide a statement or statutory declaration to the Branch and provide evidence in a court of law if necessary?

- Yes
- No

(If you tick no, please consider this may limit the ability of officers investigating your complaint. For the Commissioner for Licensing to consider taking disciplinary action against a licensed premises, substantiated evidence is required).

**ADDITIONAL DETAILS**

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**LIQUOR AND GAMING CONTACT DETAILS**

Salamanca Building Parliament Square  
4 Salamanca Place HOBART TAS 7000  
Telephone: (03) 6166 4040 Facsimile: (03) 6173 0218

Level 3 Henty House 1 Civic Square LAUNCESTON TAS 7250  
Telephone: (03) 6777 2777 Facsimile: (03) 6173 0218

GPO Box 1374 HOBART TAS 7001 Australia  
Email: [licensing@treasury.tas.gov.au](mailto:licensing@treasury.tas.gov.au) Web: [www.liquorlicensing.tas.gov.au](http://www.liquorlicensing.tas.gov.au)

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