



## PROCEDURE FOR MAKING A CLAIM AGAINST COUNCIL

### ***General Property Damage Complaints - Eg. Broken windscreen, damage to property***

Claimant MUST supply the following:

1. Written request (Letter of Demand)
2. Two quotes for repair of the damage
3. Completed Statutory Declaration must contain:
  - Name, address and contact phone number of person injured
  - Date, time and place of incident
  - Nature of injury
  - Description of how incident occurred
  - Condition eg fine weather
  - Details of discussions with any Council Officers
  - Include any photographs
  - Name, address and contact phone number of any witness/es

Statutory Declarations can be posted to the claimant if required.

The above documents will be registered into the system and forwarded to the Council's Insurance Officer, for action.

### ***Injury to Person – Public Liability - Eg. Slip on steps or fall over on footpath***

1. Written request (Letter of Demand)

This letter should include the following information:

- Name, address and contact phone number of person injured
- Date, time and place of incident
- Nature of injury
- Description of how injury occurred
- Doctor consultation or hospital stay required
- Condition of area (eg. footpath) that caused injury
- Include any photographs
- Name, address and contact phone number of any witness/es

**Address all correspondence to:**

Peter Franks  
Chief Executive Officer  
Mareeba Shire Council  
PO Box 154  
MAREEBA QLD 4880

**For further enquiries, please contact;**

Julie Pitcher  
Insurance & Finance Officer  
1300 308 461