

# Disturbance complaint

## Before you complete this form

Refer to the FS3005 'Resolving neighbourhood disturbance concerns: guide for residents' fact sheet at [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au).

### What this form is for

It's for individuals who want to lodge a formal disturbance complaint about a licensed venue under the *Liquor Act 2007*, section 79. It covers:

- ▲ excessive noise from inside the venue or people leaving the venue
- ▲ anti-social behaviour from patrons leaving the venue.

### How this request will be processed

- ▲ We'll send you written confirmation that we've received your complaint within 14 days.
- ▲ A Liquor & Gaming NSW (L&GNSW) case officer will manage your complaint and review the information you've provided to ensure it meets the statutory requirements.
- ▲ We'll inform the licensee of the complaint and ask them to respond. They'll be asked to respond in writing to us and will also be encouraged to implement practical measures to reduce disturbance.
- ▲ If you do not want your personal details provided to the licensee, you can tell us in the release of details section (Part 11) of this form.
- ▲ You will be given an opportunity to comment on the adequacy of the licensee's response to your complaint.
- ▲ We will gather information from police, the local council, residents and the licensee to establish the level of disturbance, and decide what needs to happen to address it.
- ▲ The Secretary of the Department of Customer Service (the Secretary) will determine if the neighbourhood is being unduly disturbed, and can impose conditions on the liquor licence to address the problem.
- ▲ There is no set time for dealing with a complaint, as many factors may come into play.

Please complete all questions that apply to you. If information is missing, we'll need to ask you to supply the required information to support your complaint. This may delay our response.

## How to lodge this form

✉ [compliance.info@liquorandgaming.nsw.gov.au](mailto:compliance.info@liquorandgaming.nsw.gov.au)

Please include 'FM2002 Disturbance complaint' in the subject line.

✉ Liquor & Gaming NSW  
Compliance Operations Unit  
GPO Box 7060  
Sydney NSW 2001

Include all pages of this complaint, supporting documents and attachments. Please do not attach this introduction page.

## Need more information?

🔍 [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au)

✉ [compliance.info@liquorandgaming.nsw.gov.au](mailto:compliance.info@liquorandgaming.nsw.gov.au)

☎ 1300 024 720

## Your privacy

We will handle your personal information in accordance with the *Privacy and Personal Information Protection Act 1998*. It is being collected by Liquor & Gaming NSW and will be used for the purpose of processing your application and may be disclosed to other Government agencies for this purpose. You have the right to request access to, and correct details of, your personal information held by us. You can access further information on privacy at [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au)

## Please check

Have you completed all relevant questions?

- Have you included enough detail to help us understand the nature of the complaint you're making?
- Has Part 9 'Declaration' been witnessed by a person with the correct qualifications?
- If you are making a complaint on behalf of residents, has each resident signed Attachment A 'Complainant authorisation'?
- If you are a non-resident whose interests are affected, have you completed Attachment B 'Statement of non-resident'?
- Have you included a current email address or contact phone number so we can keep you updated on the progress of your complaint?



# Disturbance complaint

OFFICE USE ONLY	FM2002
Lodged by	<input type="checkbox"/> Email <input type="checkbox"/> Mail
Date lodged	DD / MM / YYYY
Finalised by	
Request number	
Date finalised	DD / MM / YYYY

Please check  one.

I am:

a person living in the neighbourhood of the licensed premises and authorised in writing by two other people living near the premises

**These people must each complete a copy of Attachment A 'Complainant authorisation'.**

a person (not a resident) authorised in writing by three or more other people living in the neighbourhood of the premises

**These people must each complete a copy of Attachment A 'Complainant authorisation'.**

the Commissioner of Police or appointed delegate

a person authorised by the relevant local council in relation to the licensed premises

a person who satisfies the Secretary that their interests (financial or otherwise) are adversely affected by the disturbance described in this complaint

**Please also complete Attachment B 'Statement of non-resident'.**

## Part 1 Complainant

Mr  Ms  Mrs  Miss  Other

Given name

Family name

Business If applicable

  


Contact phone

Email

  


Street address

  
  


Suburb/town/city

State

Postcode

## Part 2 Licensed premises

Venue name 1

Street address

  
  


Suburb/town/city

Venue name 2 If applicable

Street address

  
  


Suburb/town/city



**Local police/council**

Contact person

Date

Time

What happened?


More information is attached.

### Part 6 About your residence or business

How long have you been at your current address?

Weeks

Months

Years

Over this time, have you made any changes, including structural, to your residence or business?

No  Go to Part 7

Yes  Please supply details:


More information is attached.

### Part 7 About the licensed premises

Have there been significant **operational** changes to the licensed premises? e.g. extended hours, trivia nights, etc.

No  Go to Part 8

Yes  Please supply details:


More information is attached.

### Part 8 Desired outcome

This is what I'd like to see happen as a result of this complaint:


More information is attached.

## Part 9 Declaration

I Full name of complainant

  

of Full address of complainant

  

Suburb/town/city

State

Postcode

Occupation

in the State of NSW, do solemnly and sincerely declare that:

- ▲ I am 18 years or older and I am authorised to lodge this complaint.
- ▲ The contents of this complaint are true, correct and complete and I have made all reasonable enquiries to obtain the information required to complete this form.
- ▲ I undertake to immediately notify Liquor & Gaming NSW (L&GNSW) of any change to the information in this complaint, if the information changes before the complaint is resolved.

I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1900*.

**Complainant signature**

Declared at Full address

  

Suburb/town/city

State

Postcode

On this

DD / MM / YYYY

This declaration witnessed by

**Witness signature**

Full name

  

Full address

  

Suburb/town/city

State

Postcode

Witness qualified in NSW as:

- Justice of the peace
- Notary public
- Commissioner for the courts for taking affidavits
- Legal practitioner authorised under s. 27(1) of the *Oaths Act 1900*
- A person authorised to administer an oath under s. 26 of the *Oaths Act 1900*

## Part 10 Acknowledgements

- ▲ I acknowledge that the licensee will be provided with a copy of this complaint along with my contact details and any supporting documents. (Please contact L&GNSW prior to lodgement if you have any concerns.)
- ▲ I acknowledge that failure to provide all the required information may result in the complaint not being processed.
- ▲ I understand that if this complaint does not meet the statutory requirements it will not proceed.
- ▲ I acknowledge that L&GNSW is collecting this information to enable the processing of the complaint. I also understand that L&GNSW will use the information for its intended use only, store the information securely, and allow me to access and update the information. When processing this complaint, L&GNSW may need to disclose personal information to other Government agencies.
- ▲ I acknowledge that L&GNSW may publish general information about this complaint.

## Part 11 Release of details

Please check  one.

- I acknowledge that the details in this application form will be provided to the licensee **OR**
- I object to personal details contained in this form being provided to the licensee (please note this may reduce the ability of the licensee and L&GNSW to address your complaint).

- Every local resident authorising a person to lodge a disturbance complaint about a licensed venue on their behalf must sign this completed form – please duplicate as required.
- Attach this authorisation to the disturbance complaint.
- Read the FS3005 ‘Resolving neighbourhood disturbance concerns: guide for residents’ fact sheet at [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au) to understand how the process works.
- The licensee of the premises will also receive a copy of this authorisation. (Please contact L&GNSW prior to lodgement if you have any concerns.)

### Part 1 Resident

Mr
  Ms
  Mrs
  Miss
  Other

Given name

Family name

Contact phone

Email

Street address

Suburb/town/city

State      Postcode

### Part 2 Authorised person

The person I want to act on my behalf:

Mr
  Ms
  Mrs
  Miss
  Other

Given name

Family name

Contact phone

Email

Street address

Suburb/town/city

State      Postcode

### Part 3 Licensed premises

These are the licensed premises causing the disturbance:

**Venue name 1**

Suburb

**Venue name 2** If applicable

Suburb

**Venue name 3** If applicable

Suburb

### Part 4 Release of details

Please check  one.

- I acknowledge that the details in this application form will be provided to the licensee **OR**
- I object to personal details contained in this form being provided to the licensee (please note this may reduce the ability of the licensee and L&GNSW to address your complaint).

### Part 5 Declaration

I authorise the person named in Part 2 to act on my behalf regarding the disturbance caused by the licensed premises in Part 3. I declare that the details I've provided are true, correct and complete.

Signature

Date



- ▲ If you're not a local resident but you are affected by disturbance from a licensed venue, you must attach this completed form to your disturbance complaint.
- ▲ Read the FS3005 'Resolving neighbourhood disturbance concerns: guide for residents' fact sheet at [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au) to understand how the process works.
- ▲ The licensee of the premises will also receive a copy of this statement. (Please contact L&GNSW prior to lodgement if you have any concerns.)

Please describe in more detail.


### Part 1 Non-resident

Mr
  Ms
  Mrs
  Miss
  Other

Given name

Family name

Contact phone

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Email

  


Street address

  
  


Suburb/town/city

State

--	--	--

Postcode

--	--	--	--	--

### Part 3 How you're affected

Please describe how the disturbance affects you or your interests, financially or otherwise.


### Part 4 Release of details

Please check  one.

- I acknowledge that the details in this application form will be provided to the licensee **OR**
- I object to personal details contained in this form being provided to the licensee (please note this may reduce the ability of the licensee and L&GNSW to address your complaint).

### Part 5 Declaration

I declare that the details I've provided are true, correct and complete.

Signature

Date

### Part 2 Your interests

- Business/organisation
- Property
- Other