



Complaints Procedure

1. In most situations, your first point of contact for complaints should be the coach or manager.
2. If you do not deem it suitable to contact your coach or manager regarding the matter, the next point of contact is your age group coordinator. You may send a detailed complaint to your age group coordinator for him/her to consider a suitable solution to address the complaint. If the age group coordinator is unable to resolve your issue, he/she will then escalate it to the Committee executive.
3. If you do not deem it suitable to contact your age group coordinator regarding the matter, you may write to the Committee directly and attention your correspondence to the secretary.
4. It will then be the Committee executive who will address your complaint as required.
 - If the complaint is related to the Committee itself, the Committee will need to set the issue aside and get an independent panel to address the matter.
 - If the issue relates to another club, the Committee executive will engage the club or the zone as relevant.
5. If alternatively, you wish to approach the matter less formally and feel the issue can be resolved by discussing it with your age group coordinator or the club secretary, you may discuss the matter over the phone.

Note:

- If there are confidentiality issues relating to your complaint, please be clear on this.
- In any case where child safety is involved you are urged to contact the club (or the police directly) as a matter of urgency.