GEELONG AMATEUR FOOTBALL & NETBALL CLUB

COMPLAINTS FORM

While our club makes every effort to get things right, sometimes problems occur.

We have in place a complaints procedure that is intended to resolve any problem quickly and fairly.

To avoid delay in solving a problem to your satisfaction, please complete all fields in the form below.

Your Name	
Your Email Address	
Your Contact Phone Number/s	
Details of your complaint (including date and time of incident if applicable)	
Club person(s) you have already discussed the matter with	
Action taken by club person(s) at the time of the incident	
The outcome you are seeking	

Please email this form to info@geelongamateur.com.au

You should expect an acknowledgement within five working days and an outcome within ten working days. If more time is required to investigate your complaint, a club representative will contact you to give the reasons for the extra time required.

All complaints will be taken seriously in accordance with the Club Rules regarding grievance procedures and will dealt with in a confidential manner.