



COMPLAINTS POLICY 2015

1. Within our club, the coach is the first port of call for all open and honest communication.
2. If the issue cannot be resolved, the next stage is to notify and discuss with the Coaching Conveynor.
3. After this if the issue cannot be resolved, a formal complaint must be lodged with the President within 7 days of the alleged incident.
4. The President will review the complaint as quickly as practicable and determine any warning/outcome.

Updated and endorsed by committee,
June 22, 2015