



## ST MARY'S SPORTING 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 ensure a swift response/resolution please complete 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@stmaryssc.com](mailto:info@stmaryssc.com)

Your complaint will be acknowledged within 5 business days. An outcome or detailed update including next course of action will be provided within ten working days.

A Club representative may contact you to obtain more information or clarification. If this occurs and more time is required you will be provided with a detailed process that will be followed.

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