



COMPLAINTS POLICY

1. PURPOSE

This policy outlines our procedures for a balanced response to complaints received.

2. GENERAL PRINCIPLES

The Sea Lake Nandaly Tigers have adopted the relevant complaints policies for each code of sport.

In regards to complaints, the following processes will be implemented;

- where a formal complaint (completion of a complaints form) is made specific to people or incidents around one of the three codes of sport, then the coordinator of that sport's subcommittee follows the code's complaint policy and procedure, and informs the executive of SLNT as soon as possible after receiving the formal complaint.

CLUB & FOOTBALL: Ivan Tait, Kerrin Griffiths, Terry Elliott, Terry Cox or Alli Elliott -
slntfnc@outlook.com

COMPLAINT FORM (page 114)

<https://play.afl/sites/default/files/2023-10/national-community-football-policy-handbook-march-2023.pdf#page114>

NETBALL: Nat Prange, Nicole Maple, Rachel Bailey, Abby Walklate, Tammy Tait or Rebecca Clohesy. Email: netball@sealakenandalytigers.com

COMPLAINT FORM

<https://vic.netball.com.au/sites/vic/files/2020-01/Complaint-Form-.pdf>

HOCKEY: Janelle Barbary or committee members: Caroline Welsh, Alli Elliott, Kristy Pearce and Damien Leo. Email: slntfnc-hockey@outlook.com

COMPLAINT FORM:

<https://cdn.revolutionise.com.au/cups/hockeyact/files/oi0ldyndrpk3dlef.pdf>

- where a formal complaint is made that relates to issues across codes, the executive of SLNT and the three code coordinators manage the complaint under an agreed process based on the three codes' complaints policies (which are very similar).

3. POLICY REVIEW

This policy will be reviewed annually to ensure it remains relevant to club operations and reflects both community expectations and legal requirements.

SIGNATURES:

Signed: _____

Club President

Date: _____

Signed: _____

Club Secretary

Date: _____