

When filing a club related complaint, the ideal process we here at FlindersOne Sport wish for our club members/club committees to follow is:

Step 1)

Access the FlindersOne Sport key contacts lists on the Club Resources page.

<http://www.onesportandfitness.com.au/sport/clubs/club-resources/>

Step 2)

Send an email to Mitchell Noye (mitchell.noye@flinders.edu.au) and ensure you cc Wendy Gower (wendy.gower@flinders.edu.au) into the email.

Step 3)

If there are any other areas or fields that may be effected by the complaint or you believe this person should have an input, please also cc them into the email (email addresses can be found by accessing the document described in step 1).

Step 4)

When constructing your email ensure you clearly state your name, the club you are from, your role within that club (e.g. general club member, secretary, president etc.) and clearly your contact details.

Step 5)

Please ensure that if you wish to keep all the information discussed between those addressed in the email and yourself completely confidential, you state this in your email.

Step 6)

Clearly state a title of your complaint and a short description before writing a full complaint.

Step 7)

Ensure you state what action you wish to be taken and detail what you believe the next move should be from your current situation and how you believe the issue can be resolved.