

MASOOMIN SPORTS CLUB

COMPLAINTS PROCEDURE

If you wish to make a complaint about the sports club and/or anything in relation with the sports club, please print off the following **Complaints Form** and fill in all details where applicable.

If any fields cannot be filled, please mark them 'N/A'.

Any complaints you wish to be addressed by the sports club **MUST** be submitted via the **Complaints Form**, otherwise a complaint will not be logged.

If you require more space than provided in the **Complaints Form**, please use additional blank sheets of paper. Each additional sheet of paper must be signed and dated at the bottom of the page.

Once completed staple all the sheets in the top left hand corner and then place in a sealed envelope addressed to the Chairman and marked 'Confidential'.

Hand the form in to any member of the sports club management team.

COMPLAINTS FORM

NAME:.....

ADDRESS:.....

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CONTACT NUMBER:.....

EMAIL:.....

ARE YOU A MEMBER OF THE MASOOMIN SPORTS CLUB:.....

WHAT IS THE NATURE OF YOUR COMPLAINT? (Please include times, dates, locations, people involved and any other information you may find relevant).

SIGNATURE..... DATE.....