



Southern United Hockey Club

Feedback and Complaints Form

Have we done something that has made you feel unhappy? We try our best, but sometimes things don't go as planned. If you need to make a complaint, we will take you seriously. We want to be fair, support you, listen to you, and only share information with those who need to take action. We will explain what's happening, investigate, and do everything we can to keep you safe and feeling welcome.

Southern United Hockey Club follows Hockey Australia's Complaints, Disputes and Disciplinary Policy and Procedure to manage its complaints.

A Complaint Form may be submitted by a parent or guardian on behalf of a Vulnerable Person/ Child.

If you need help using this form, call 0436 416 029.

Tell us about you: (You can choose to not tell us your details but we will not be able to follow up with you and let you know what we have done about your concern. We will still look into the issue if we have enough information and are able to do so).

First Name

Last Name

Address

Home phone

Mobile phone

Email

Relationship to the Club:

Member of SUHC// Family or Carer of a member of SUHC// Member of the Public// Other
(Please detail below)

Tell us about your complaint. Who or what are you unhappy with?

When and where did this issue happen?

Tell us what you would like to happen/ what outcome are you seeking?

Would you like us to contact you about your feedback/ complaint?

Circle your answer: Yes / No

What is the best way for us to contact you? Please circle:

Email/ Phone/ Post/ In Person

You can post or email this form to us.

Our contact details are:

SUHC Secretary, PO Box 2294, Brighton, VIC., 3186

Email: secretary@suhc.com.au

Phone: 0436 416 029