



Southern United Hockey Club

Feedback and Complaints Form for Children and Young Adults

Have we done something to make 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.

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

1. 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 _____

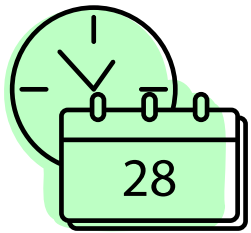
Mobile phone _____

Email _____

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



When and where did it happen?



What made you unhappy? Tell us what happened.



What would make you happy? Tell us what you would like to happen.



We might need to talk to you about what happened. Are you ok with this? You can have a trusted friend, sibling or adult with you when you are talking to us.



Circle your answer: Yes / No

OR Someone else will speak for you or will help you while speaking with us.

Please provide their details below.

Name _____

Phone number _____

This person's relationship to you _____

You can post or email this form to us.

Our contact details are:

Member Protection Officer, PO Box 2294, Brighton, VIC., 3186

Email: memberprotection@suhc.com.au

Phone: 0436 416 029

OR you can contact the Safe Hockey Officer if your concern is about abuse or safety.

Email: childsafety@suhc.com.au