

# Carrum Netball Club – Complaint Form

Your feedback is important to us. Please fill in as much detail as possible so we can address your concern promptly and fairly.

## 1. Personal Details

Field	Your Response
Full Name	_____
Membership Number (if applicable)	_____
Date of Birth (optional)	____ / ____ / ____
Preferred Contact (Phone / Email)	_____
Best Time to Contact	_____

## 2. Complaint Overview

- Date of Incident: \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Time of Incident (if known): \_\_\_\_\_
- Location (e.g., training ground, netball courts): \_\_\_\_\_

## 3. Details of Complaint

Please describe your concern in detail (what happened, who was involved, and any context):

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- Were there any witnesses? If yes, list names and their roles (e.g., coach, player, parent):

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- Have you discussed this with someone at the Club (e.g., coach, committee member)?

☐ Yes ☐ No

If Yes, please indicate whom and briefly describe the outcome:

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#### 4. Impact & Desired Outcome

- How has this issue affected you or others?

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- What outcome or resolution are you seeking?

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#### 5. Supporting Evidence

- Do you have any supporting evidence (emails, photos, videos, documents)?

☐ Yes ☐ No

If Yes, please list and attach:

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## 6. Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

- Signature: \_\_\_\_\_
- Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## 7. For Office Use Only

Field	Details
Date Received	____ / ____ / ____
Received By	_____
Assigned To (Officer/Role)	_____
Action Taken / Notes	_____ _____
Follow-Up Date	____ / ____ / ____
Outcome & Resolution	_____ _____

### Submission Instructions:

Please submit this completed form to the Club President or Secretary via email to [enquiries@carrumnetballclub.com.au](mailto:enquiries@carrumnetballclub.com.au). All complaints will be handled confidentially and in accordance with our Club's procedures.