

## Glenfield Rovers Association Football Club (GRAFC) - Complaints Form

### A person making a complaint should follow the following process.



While we make every effort to get things right, problems may sometimes occur. We have in place a complaints procedure that is intended to resolve any problem quickly and fairly. In order to avoid delay in solving a problem to your satisfaction, please follow the steps listed below.

1. Provide name, email, and contact phone numbers.
2. You should state the nature of your complaint.
3. State the person(s) you have discussed the matter with already.
4. State what outcome you are seeking.
5. Email your complaint to [Office@rovers.net.nz](mailto:Office@rovers.net.nz) or post to GRAFC Complaints, PO Box 40236 Glenfield, Auckland 0747
6. You should expect an acknowledgement within five working days and an outcome within ten working days. If more time is required to investigate your complaint a club representative will contact you to give the reasons for the extra time required.

If you feel the issue has not been dealt with fairly you may contact the Northern Football General administration requirements.

### GRAFC complaints form

|                                                       |  |
|-------------------------------------------------------|--|
| Your Name                                             |  |
| Your email address                                    |  |
| Your contact phone number(s).                         |  |
| The nature of your complaint                          |  |
| Person(s) you have already discussed the matter with. |  |
| The outcome you are seeking.                          |  |