

## Complaints Policy

The purpose of this policy is to promote common sense resolution of complaints by and about club members. Written complaints should be sent via email to [admin@otumoetaifootball.co.nz](mailto:admin@otumoetaifootball.co.nz) or post to The Administrator, Otumoetai Football Club, PO Box 6004 Brookfield Tauranga 3146.

Often the quickest and most satisfactory way of dealing with complaints is for the club member to deal directly with the team coach/manager, Age Group coordinator or the Club Administrator. This gives the club member the opportunity to discuss the matter to come to a quick resolution. It also enables both parties to understand the issues and assists in ensuring that mistakes are not repeated.

Complaints must be received by the club within 14 days of the issue occurring.

Complaints will be acknowledged within 14 working days of receipt.

Complaints should be resolved within 10 working days of receiving a complaint. The complainant must be informed if additional time is required to resolve the complaint.

The club member will immediately be informed of the action taken, and the expected time before resolution. If the complaint cannot be resolved to the satisfaction of both parties, the complaint will be referred to the OFC Club Executive.

If the OFC Executive cannot resolve the complaint to the club member's satisfaction, the complainant will be free to refer their complaint to the Waikato BOP Football Federation.

### To make a complaint:

To avoid delay in solving a problem please follow the steps listed below.

Provide name, email, and contact phone numbers.

1. State the nature of your complaint.
2. State the person(s) you have discussed the matter with already.
3. State what outcome you are seeking.
4. Email your complaint to [admin@otumoetaisoccer.co.nz](mailto:admin@otumoetaisoccer.co.nz) or post to The Administrator, OFC , PO Box 6004 Brookfield Tauranga 3146

If you feel the issue has not been dealt with fairly you may contact Waikato BOP Football Federation whose administration requirements are:

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.



**1 STAR ACCREDITED CLUB**  
2016 – 2018