

## MEMO: 08-20

**TO:** All Clubs  
**FROM:** Kat Pryer  
**DATE:** 19<sup>th</sup> Feb  
**SUBJECT:** Complaints Process

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Football Gold Coast have introduced a new complaints process for its members and clubs. The process has been put in place in order to streamline the system and allow for effective communication amongst all parties. With the high number of individual club members, Football Gold Coast cannot take calls from every member. Please see the below contact chain;

**Complaint** - a club member is unhappy about a situation. Their first point of contact is the club.

**Club** – all complaints must be first heard at the club. If they are unable to solve the issue and need further assistance your club committee will email Football Gold Coast.

**FGC** – Once the club have tried to resolve the issues and are unable to do so, the next step is to email FGC at [admin@footballgc.com.au](mailto:admin@footballgc.com.au) If you are unhappy with the process then taken by FGC it will progress to the Board of Directors.

**Board** – The situation has now been escalated to the FGC Board for investigation. If you are unhappy about the decision reached the next step is to contact Football Queensland.

Should you have any questions regarding the new complaints process please contact the office on 07 5502 1555.