

# Complaint/Incident Form

West Auckland AFC



This form is used when an issue or incident has occurred that requires action by or acknowledgement from the committee. For the club to take appropriate steps to resolve the issue we need this in writing with all the details available so action, follow up and accountabilities can be gained. In addition this will give the club the ability to track the nature of the complaint to ensure any continual or repetitive occurrences can be appropriately addressed.

**It is important that any complaint is done in a timely manner to ensure prompt attention.**

Date:	Name & Role:
Team:	Date of incident:
Time (or time of game):	Opposition:

Nature of the complaint and requested action:

Committee use only:

Date received:		Reference #:	
Action taken: (date & what)			
Resolution: (date & what)			

**It's important that as a club we uphold and maintain the standards of the game. By your support in the use of this process and coming through the club for action we can maintain the equity and fairness for you and your team. This covers any area of the game from this club and its members, to other clubs, the governing body and officials.**