

Compliment and complaint form



Pine Rivers Golf Club

The Pine Rivers Golf Club (PRGC) endeavours to promote competitive but fair play and sportsmanship through its Code of Conduct. The Club's objective is to provide a family-orientated environment and sporting service for its local community. We value your feedback and all matters will be dealt with as described in the Compliments and Complaints handling procedure guidelines.

Please let us know what we do well and where we can improve our services to members.

Indicate your response below with an X.

This is a:	compliment		complaint	
	Feedback		Suggestions	

Section 1: Your details

Personal details

First Name:	
Last Name:	
Member Number	
Mobile number:	
Email address:	

Section 2: Please state your feedback and/or concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who/what/when was involved.

Section 3: What action have you already taken in relation to this feedback?

Have you discussed your concerns with any PRGC club official or another affiliated organization or person with these concerns? (Indicate your response with an X)

yes		no	
-----	--	----	--

If **yes**, with whom and what was the outcome?

Section 4: What outcomes would you like as a result of providing your feedback?

Section 5: Privacy

The PRGC is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

The PRGC will use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others including; Golf Australia, PGA, or as required by law; Office of the Children's Guardian QLD, Police QLD etc. that deals with the matters identified in your feedback

Section 6: Declaration

Information provided in this matter is true and correct.

Signature:		Date:	
------------	--	-------	--

Thank you for taking the time to provide feedback.