



Complaint Handling Procedures.

Kogarah Clubhouse welcomes feedback from our patrons and has developed procedures for responding, evaluating, investigating and resolving problems that may arise from time to time.

We are committed to providing a positive experience for all patrons while they are in our venue and our Complaints handling is an effective process to ensure transparency and fairness. We consider valid complaints an opportunity to identify issues and take action to improve our service.

Who can make a Complaint?

A Member of the Kogarah Clubhouse

A person who is entitled to be on the premises of the Club

A contractor or supplier of goods and services

What constitutes a Valid Complaint?

Complaints can be made about any aspect of the service or operations at Kogarah Clubhouse, however, any complaints regarding relevant legislation, the Clubs Constitution or by laws, will be exempt from the complaint's procedure. Vexatious, abusive, sexist or racist complaints will not be considered, and may result in the absolution of membership should the content be deemed unbecoming of a Member.

How to lodge a complaint.

Complaints can be made via email to info@kogarahclubhouse.com or in a written letter addressed to General Manager PO BOX 114 Kogarah NSW 1485.

Your complaint should include the following:

- Full name and contact details
- Date and time of your visit
- A description of the event that instigated the complaint.

What happens next?

Your complaint will be acknowledged within 3 business days of receiving the complaint.

An evaluation will be made as to the legitimacy of the complaint and you will be notified on the status of your complaint within 10 business days.

Please remember, when visiting the club, should you feel unsatisfied with any aspect of your visit, we encourage you to speak to the Manager on Duty. In most cases, the issue can be resolved quickly and usually with a positive outcome. These verbal complaints are recorded and reported to the General Manager within 24 hours of the complaint, outlining the event, action taken and the outcome for the visitor.