



Suggestions and Complaints Policy

Suggestions and complaints are very welcome as an opportunity to improve the situation for everybody when they are raised in an appropriate way as described in this document.

We will seek to settle all difficulties in a respectful, positive way - a suggestion or complaint without emotion is simply a problem awaiting a solution.

Abusive or threatening behaviour will not be tolerated. All complaints will be addressed promptly and their resolution will be documented, retained on file, conveyed to you and any other relevant parties and noted by the Management Committee.

Procedure

1. Prevent the issue from blowing out of proportion. Take enough time to consider the matter calmly. Follow this format to help summarise your thinking:

- **Position.** What is the main issue? Describe the situation which is wrong or could be better. What is the adverse effect for you or our Club?
- **Problem.** What is causing this to happen and how?
- **Proposition.** What needs to happen to improve the situation?

2. Talk the matter over with the person central to the matter. Remember that spreading negativity among others is both destructive and unacceptable to the Club.

If this does not resolve the situation, inform them that you need to take it further.

3. **Using the above PPP format**, write down your suggestion or complaint and email it to the Suggestions and Complaints Officer via the Contact Page on the website www.sapanthersfc.com. The matter will be investigated and then they will follow it up with you. For serious matters a Resolutions Sub Committee will be convened.

Thank you for taking the time to contribute constructively to the improvement of SA Panthers FC.