



POINT COOK CRICKET CLUB INC.
PO Box 6533 Point Cook VIC 3030
Saltwater Reserve, Point Cook Road
Point Cook VIC 3030
pointcook.vic.cricket.com.au
ABN 65 909 051 766
A0024863Z

We are a Good Sports club



1. COMPLAINT PROCEDURE: for Second Option-Formal complaints resolution process

1.1. Lodging the Complaint

1. Any player (including parents or guardian), club official or supporter [Complainant] may lodge a Complaint using the form as per "(2.) Complaint Form."
2. All complaints must be lodged not later than 7.30pm, seven (7) days following the event/incident with the relevant party within PCCC (Club President / Club Secretary / Club Treasurer / CSO / designated Complaints person)
3. Any club referred to in any report must be advised by the secretary by 7.30pm two (2) days following receipt of the incident report.
4. All parties involved will be given the right of reply, and replies must be provided to the secretary by 7.30pm seven (7) days following the notification from the club.
5. A panel will be appointed by a Club Executive to review each incident. These committee members (Or active life members of the club in the event the committee is the subject of the complaint) will be from the Complaint panel for that complaint.
6. The Panel may: -
 - a. Decide no further action is required.
 - b. Provide written recommendations to all parties involved.
 - c. Conduct interviews with all parties involved.
 - d. Refer the matter to the higher governing bodies/organisations.
7. The panel will advise the PCCC secretary in writing of the outcome, who will then advise the parties concerned.

2. COMPLAINT FORM

Date of Incident:	
Location of Incident:	
Fixture Details:	
Description of the Incident:	
Person/s Involved:	
Incident Lodged By:	
Date Lodged:	
Additional Witnesses:	

THE BROOK .established
POINT COOK PROPERTY

MedicFirst
Saltwater Coast



HMG
Hopper Motor Group