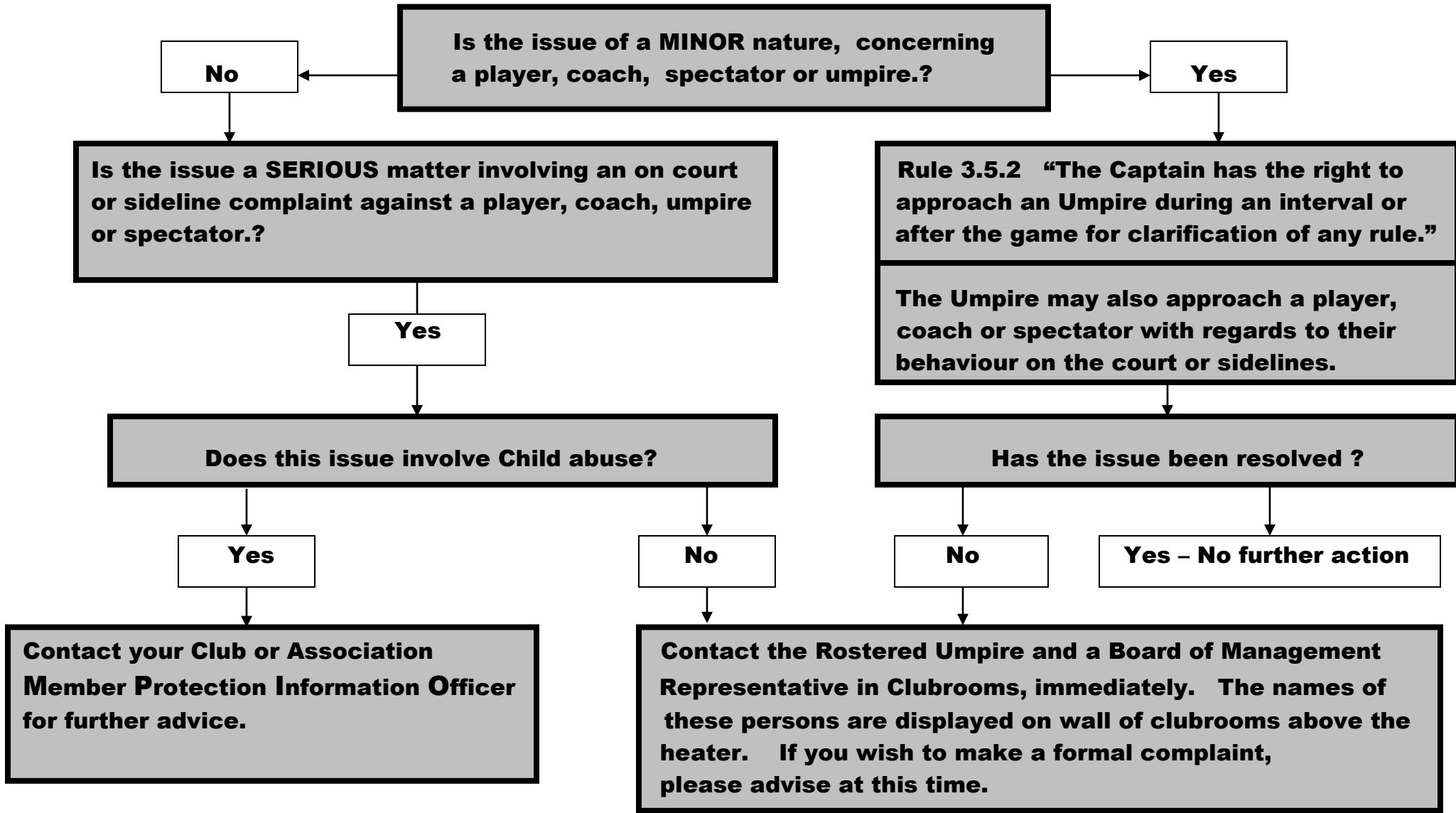


COMPLAINT PROCEDURE for ON COURT, SIDELINE COMPLAINTS - MHNA



Please Note: Be assured that all complaints will be dealt with appropriately. Under no circumstances should a person approach a player or spectator directly with a complaint. Please follow the correct procedure to ensure that all issues can be dealt with quickly and fairly, by the appropriate persons.

Written complaints should not be “copied” to opposition clubs, or to the person that you are making the complaint against. They will be notified in due course.

Remember, the more quickly an issue is made known, the easier it is to resolve.