

COMPLAINTS - *Do you have an issue about a fellow Club member that needs to be resolved ?*

The Club has a procedure in place that allows any member to have his or her complaint heard by an impartial person or committee.

In the first instance you should contact one of the Club's MPIO's, either Club General Manager Peter Butcher (management@brontesurfclub.com.au or phone 0411 795 256)or Board of Management member Gaby Naher (communications@brontesurfclub.com.au or phone 0414 624 568) They will direct your grievance to the appropriate person who will contact you to discuss your matter in full.

The Club has numerous Member Protection Information Officers (MPIO) in place for all Nipper and Lifesaving issues. If your grievance cannot be solved through this channel, there is a separate Grievance Committee in place, who will investigate your complaint in detail.