



**Action Form**

If you have found any aspect of your experience at Oatlands Golf Club to be unsatisfactory then we would like to rectify that situation. For a copy of our Complaints Handling Procedure please contact the Office on 9630 1260 or [admin@oatlandsgolf.com.au](mailto:admin@oatlandsgolf.com.au)  
If you would like to report a complaint please fill out the details below and your complaint will be followed up accordingly. Alternatively you can address a written complaint to the General Manager, Oatlands Golf Club, PO Box 106, Oatlands NSW 2117.

Date:.....

Name:.....

Member Number:.....

Contact Telephone:.....

Email:.....

Do you wish to receive a response?     Y/N

**Complaint**

Time of Event:.....

Date of Event:.....

Which department of the Club (ie course, bar etc):.....

Staff Member involved:.....

**Details**

Please provide as much detail as possible describing the event:

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Thank you providing information on this complaint. You will be contacted within 7 days with either a response or timeframe to resolve.

**Barnaby J. Sumner**  
General Manager

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**OFFICE USE ONLY**

ACTION FORM RECEIVED BY: \_\_\_\_\_     DATE: \_\_\_\_\_

ACTION COMPLETED BY: \_\_\_\_\_     DATE: \_\_\_\_\_

**PLEASE ENSURE THE RESPONSE IS ATTACHED FOR FILING**