



Complaints / Enquiries Process

As a Parent / Guardian you may have questions regarding your son / daughter with respect to team selection, coaching, general well-being etc. The steps below detail the process and standard contact points that you can reach out to answer your questions.

Step 1 - Initial Point of contact

Note: Please do not approach the Coaches directly; they are there to run planned sessions for the group and coach the players.

The Team Manager is your first point of contact and will either be able to directly answer your question or point you in the appropriate direction. If there is no team manager please go to Step 2.

Step 2 – Select the most appropriate person to answer your query or concern

- Age Group Coordinator

Able to answer questions relating to all organizational matters.

- Club Captain

Jez Sherman is the Club Captain and will be able to discuss issues relating to player welfare and wellbeing.

- Coaching Coordinators

Jez Sherman and Chris Jarvis will be able to discuss issues regarding team selection, water-time, disciplinary issues and processes.

Step 3 – Marist Committee

If you feel that none of the above have provided you with a satisfactory response, then please document your concerns in an email to the Club Secretary. This communication will then be discussed with the committee for further action.

This document is designed to help you approach the appropriate person regarding your enquiry and will improve the harmonious running of the Club.

All contact details for the people listed above are readily available via the Club website.

Many thanks,
The Marist Committee