

[Your name]
[Your address]
[Your phone or email]

[Date]

[Name]
[Role - Public Officer/CEO/General Manager]
[Other Party corporate/legal name]
[ACN or ABN or Association no.]
[Address]

By [method of sending]: [add email address if sending by email]

Cc:
Manager
Tag League Association Inc
PO Box 805
St Marys, NSW 1790

By post

LETTER OF COMPLAINT

Dear [name]

Re: Complaint regarding [summarise issue – eg: my exclusion from Oztag due to involvement with a Tag League competition]

My name is [name]. I play/played [their sport] at [location].

Complaint

I am writing to you to inform you of some concerning conduct directed towards me by [name of person treating you inappropriately], [role of that person within the other sporting organization], of [other sporting organization] – or – [document X, enclosing a copy of that document].

The particulars of this conduct are as follows:

On [date] at [location], I spoke with [name]. He/she informed me that [detail allegation/issue]. I told [name] that [detail your response, if any].

[- or, if a document –]

On [date] I received a letter/email/notice/document from [name, address]. This document states that [detail nature of your complaint re: the document]. I **enclose** a copy of said document.

This conduct and behaviour of [name] concerns me as:

- 1) It is inappropriate and lacks integrity and sportsmanship – [other organisation] should play fair;
- 2) I feel excluded, harassed, discriminated against, and treated unfairly by [other organisation];
- 3) I feel excluded, harassed, discriminated against, and treated unfairly by [other organisation];
- 4) It appears to be sanctioned by [other organisation];
- 5) It breaches my rights as an Australian citizen to freely associate with others;
- 6) It breaches my rights as a consumer to be have access to a supplier of my choice;
- 7) It breaches my rights as a consumer to not be misled or deceived by a business;
- 8) It breaches my rights as a consumer to not be subjected to unfair contracts or unfair terms in a contract.

Resolution required

By way of resolution, I require the following to be undertaken by you:

- A written apology; and
- A written undertaking that the offending conduct and behaviour will not happen to myself or other players again; and
- Appropriate training and education on consumer rights be successfully attended and completed by [name] / [author of document] and others as appropriate within [other organisation]; and
- Amended competition-by-laws, guidelines, and policies of [other organisation] forbidding such behaviour and conduct from ever taking place again within your sport, with an assertion included along the lines that positive behaviour instead take place in an inclusive approach to other sports; and
- Positive and proactive action taken by [other organization] to fully investigate, review, document, report on, police, eradicate, and monitor the offending conduct and behaviour from within all elements of [other organisation].

Should my complaint not be suitably resolved to my satisfaction, I will consider other means by which to further my complaint against [other organisation]. These next steps may include a complaint to Fair Trading NSW, &/or the Australian Competition and Consumer Commission (ACCC). I also reserve my right to commence legal proceedings or be party to a class action against [other organisation].

I await your response by [date 7 or 14 days from date of letter].

I otherwise reserve all rights.

Regards,

[Signature]

[Name].

Encl. [if enclosing a copy of a document].