



## Customer Feedback Policy

Club Heathcote has a comprehensive feedback and complaint handling process. Feedback or complaints can be made in person, by telephone, mail or via an online feedback form on the club's website.

All feedback and complaints will be acknowledged and responded to promptly when made to Club Heathcote via:

**Phone:** 9054 9611

**Mail:** c/o Customer Feedback/Complaint

24 Oliver St, Heathcote NSW 2233

**Feedback form:** located online at [www.clubheathcote.com.au](http://www.clubheathcote.com.au)

Feedback and complaints regarding Responsible Gambling can be raised with our CEO/Compliance Officer:

**Phone:** 9504 8000

**Mail:** c/o David Moorcroft (CEO/Compliance Officer)

181a Ramsgate Rd, Sans Souci NSW 2217

**Email:** [responsiblegambling@ramsgatersl.com.au](mailto:responsiblegambling@ramsgatersl.com.au)