



Customer Feedback Policy

Fingal Bay Sports Club 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 Fingal Bay Sports Club via:

Phone: (02) 4984 1244

Mail: c/o Customer Feedback/Complaint
100 Rocky Point Rd, Fingal Bay NSW 2315

Feedback form: located online at www.fingalbaysportsclub.com.au

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

Phone: 9504 8000

Mail: c/o David Moorcroft (CEO/Compliance Officer)
181a Ramsgate Rd, Sans Souci NSW 2217

Email: responsiblegambling@ramsgatersl.com.au