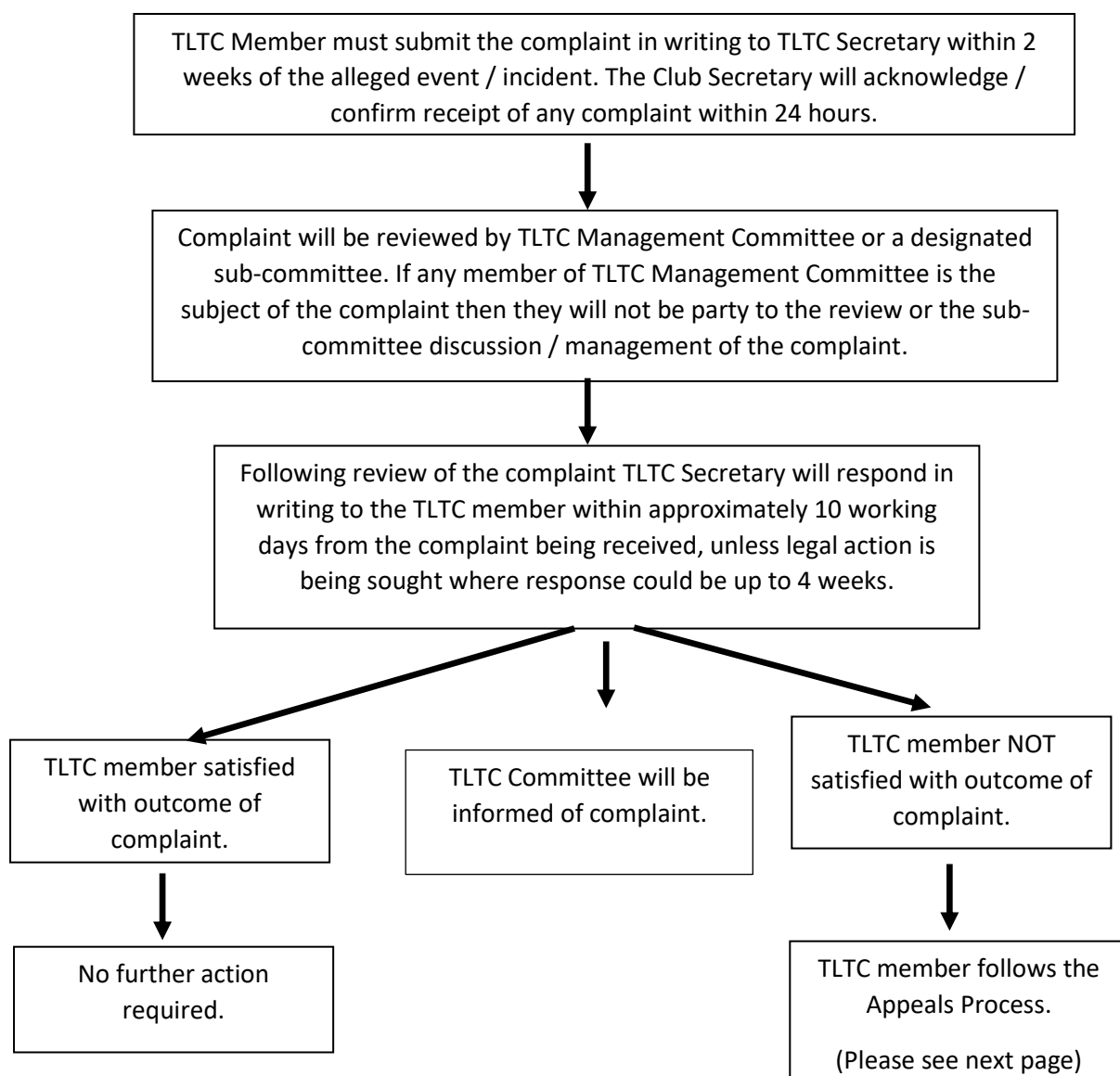


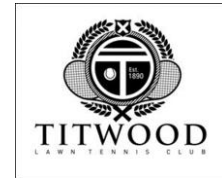


TLTC Complaints and Appeals Process

TLTC acknowledges that members are within their rights – within the terms of the Club Constitution – to make a complaint relating to any issue under the management control of TLTC. TLTC takes any complaints or appeals very seriously and any complaint or appeal will be handled in a timeously, respectful and confidential manner. If a member would like to make a complaint/appeal please follow the flows below. TLTC Committee will be informed of all complaints/appeals and this information may be recorded in the minutes of the TLTC Committee Meetings.

Complaints Process Flow





Appeals Process Flow

