



## Customer Feedback Policy

The Arbour 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 The Arbour Heathcote via:

Phone: 9054 9611

Mail: c/o Customer Feedback/Complaint 24 Oliver St, Heathcote NSW 2233

Feedback form: located online at [www.thearbourheathcote.com.au](http://www.thearbourheathcote.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@thearbourheathcote.com.au](mailto:responsiblegambling@thearbourheathcote.com.au)