

Bridlebrook Park Tennis Club

Complaint resolution process

Bridlebrook Park Tennis Club wants all members and guests to feel comfortable and enjoy playing at our facility. If you have any complaints or encounter any difficulties while using our courts, please contact any one of the Executive Committee by phone or by email. We will try to address your complaint and find a solution as quickly as possible.

We will:

- Listen carefully to your complaint and make sure we understand your point of view
- Accept ownership of any problems or concerns you have
- Make sure we have all the facts
- Discuss options for solutions with other members of the Executive and with you
- Act quickly (within 72 hours)
- Follow up with you (within 72 hours)

Our Executive:

| | | | |
|------------------|----------------|-------------------------|----------------|
| President | Hagop Toroyan | htoroyan@hotmail.com | |
| Treasurer | Richard Newman | newman_rra@sympatico.ca | |
| Executive Member | Novo Micic | novomicic@yahoo.com | (416) 735-4295 |

Updated on February 23, 2021