

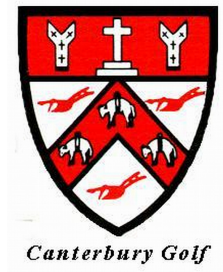
MEMORANDUM

DATE: 20 October 2009

FROM: Grant Lewis, General Manager

TO: All Clubs

SUBJECT: Communication with Canterbury Golf



In recent times a number of members have written to us about issues with Canterbury Golf (CGI).

In a number of cases, these issues have already been dealt with by one of our committees, and clubs informed of the outcome.

In cases where there is no written process, procedure or policy, we would like to encourage members to approach their club in the first instance. In most cases, the club should be able to provide them with the appropriate information, and update them on the issue at hand and how it has been dealt with. If necessary, the club can contact CGI on behalf of the member to address the matter further. This will help circumvent “double handling” and revisiting matters.

If after speaking with their club, the member is not satisfied with their club’s course of action and still wishes to pursue the matter, then they can communicate with CGI.

We do not wish to take away any members’ absolute right to communicate with CGI on any matter and in confidence. However the above process will help streamline communication across all levels of the organisation.

Where appropriate, we will now direct members back to their club for information.

Can you please pass this information on to your membership in a form that you think is appropriate.