



## AUSTRALIAN DROPBEARS APPLICANT GRIEVANCES PROCEDURE



QUIDDITCH AUSTRALIA INCORPORATED



## 2022 APPLICANT GRIEVANCE PROCEDURE

### Points of contact

In the first instance, communicate with a member of the coaching staff, who will try to address your concern.

**Nicola Gertler: Head Coach | Kim Gover: Assistant Coach | Tim Scott: Assistant Coach**  
[dropbearcoach@quidditchaustralia.org](mailto:dropbearcoach@quidditchaustralia.org)

If this doesn't resolve your concern, or your concern is with a member of the coaching staff, please discuss your concern with the Team Manager.

**Natasha Keehan**  
[dropbears@quidditchaustralia.org](mailto:dropbears@quidditchaustralia.org)

If this doesn't resolve your concern, or your concern is with the Team Manager, please discuss it with the QA Membership Protection Officer & Dropbears QA Liaison Officer.

**Jamie Turbet**  
[secretary@quidditchaustralia.org](mailto:secretary@quidditchaustralia.org)

### What you can expect we will do

- Treat the concern seriously
- Act promptly
- Treat people fairly and listen to both sides of the story
- Stay neutral
- Keep parties to the complaint informed
- Maintain confidentiality as much as possible
- Protect against victimization
- Keep accurate records
- Make decisions based only on information gathered not personal views
- Disciplinary action should be relative to the breach

### More Information

[Quidditch Australia Incorporated: National Member Protection Policy](#)

<https://www.playbytherules.net.au/complaints-handling>