



DISPUTE RESOLUTION POLICY

Policy Number	003	Version Number	3
Drafted by	Anna Hopkins	Approved Date	10/12/2020
Responsibility	Quinns Districts Netball Club	Review Date	1/11/2021

This policy has been designed to:

- Help members understand what the processes and procedures are in various circumstances;
- Ensure that our Club operates in an open and transparent fashion;
- Create equal opportunity to all members;

This policy will also help the volunteers on the committee to ensure the club runs in a consistent and predictable manner over the years and as the committee members change.

Where a Quinns Districts Netball Club member or parent has an issue or dispute related to their team or the Club, the following steps should be taken:

1. Check that the issue/dispute is not covered off by the Quinns Districts Netball Club policies available here: <http://www.quinnsnetballclub.com>
2. Approach the team coach or manager at an appropriate time (not before or during a game) to discuss the issue. In many cases, issues will be resolved with a quick chat to the coach or team manager.
3. If the issue/dispute is not resolved to your satisfaction, the matter should be put in writing (email) to the coach/team manager, who will respond in writing (email).
4. Should the issue still not be resolved to your satisfaction, a written (email) approach should be made to the Quinns Districts Netball Club committee member (Development Coordinator) relevant to your team. The Development Coordinator may be able to resolve your issue. If not, the matter will be taken to the Quinns Districts Netball Club Executive Committee. Depending on the timing and complexity of the matter, it may be discussed at a Quinns Districts Netball Club committee meeting. A written (email or letter) response will be provided.
5. Should the issue/dispute still not be resolved to your satisfaction, a letter should be sent to the Club President, who will respond in writing.

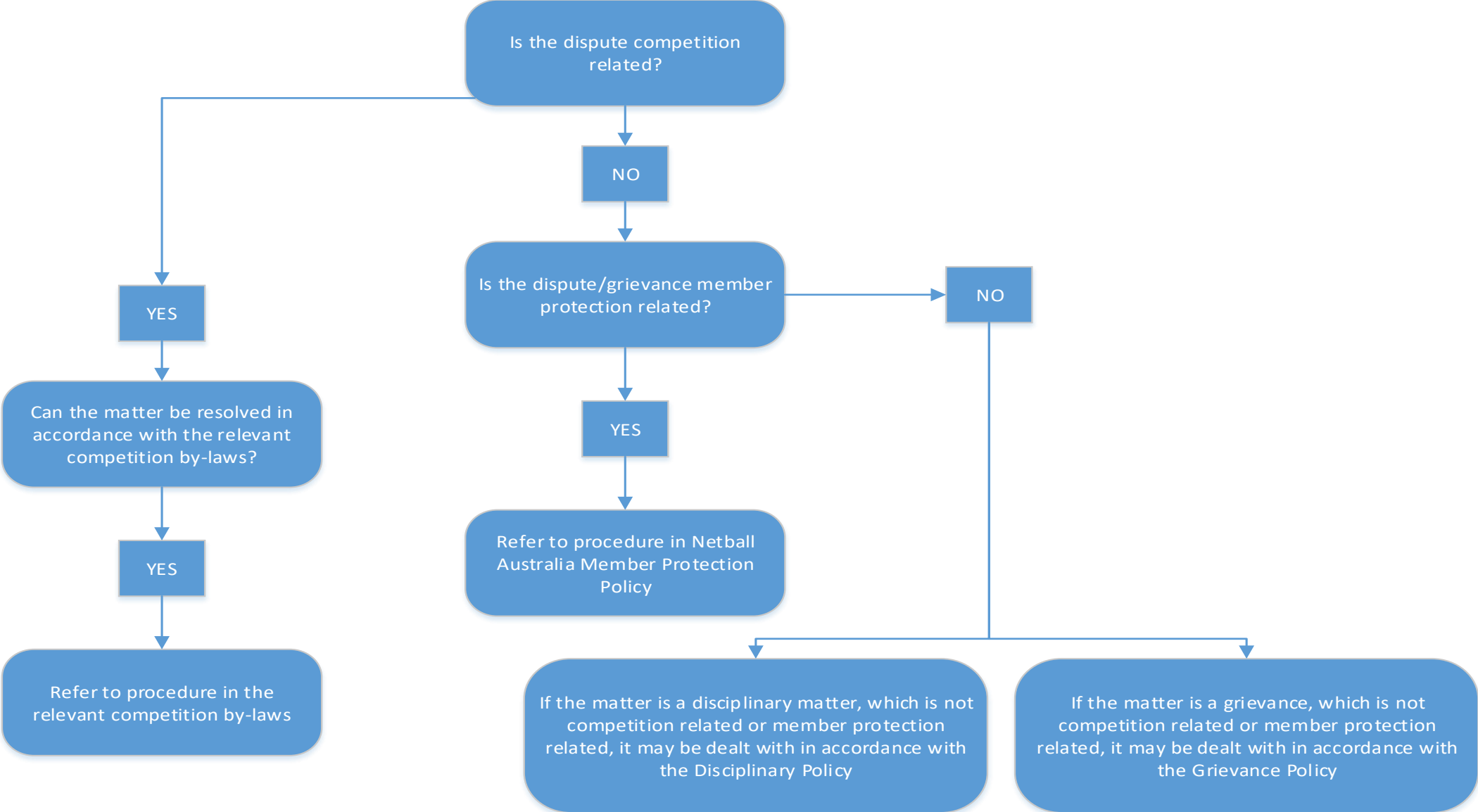
The President – QDNC

Address – as published on our website

The letter should also be sent via email to qdnccpresident@gmail.com

6. The committee will deal with, all issues and disputes in a confidential manner.

Dispute Resolution Process Flow Chart



(In writing refers to any correspondence via letter or email to QDNC or from QDNC.)
Date Adapted –
Adapted by – Quinns Districts Netball Club Committee
Acknowledgements –
Date policy adopted by Quinns Districts Netball Club –
Policy updated – 21/03/2020 by Joscinta Cole (Registrar)
Date updated and adopted -
Revise – November 2020
Policy updated – 22/11/2020 by Anna Hopkins (Vice President)
Date updated and adopted – 10 th December 2020