



QuidditchUK Official Documents

Match Official Complaints Process

The following process is to be carried out in response to all complaints sent formally to the Gameplay Department about the professional decisions of a match official. Complaints about personal interactions or conduct should go through the disciplinary procedure as defined in the QuidditchUK Disciplinary Guide. It is important for the process to be followed through in each stage and for the Gameplay Director, the provider(s) of the complaint, and the subject(s) of the complaint to be kept informed as appropriate of all developments. At every stage, knowledge of the existence of the complaint should be kept where possible within QuidditchUK volunteer staff, and the subjects, providers, and nature of the complaint should be kept on a strictly need-to-know basis, even within QuidditchUK volunteer staff.

1. The Gameplay Director receives the complaint.
2. The Gameplay Director selects individuals within the department (which may include the Gameplay Director) to handle the complaint, henceforth 'the assessors'. These individuals should have no close personal connections to the subject(s) or provider(s) of the complaint, nor should they be eyewitnesses to any incidents or events mentioned in the complaint. The assessors may include the Gameplay Director themselves if it is deemed appropriate, and for a complaint of typical magnitude should probably number two.
3. The assessors should approach all referees, snitches, and other officials involved with the incidents or events mentioned in the complaint, informing them as little as possible of the nature of the complaint whilst still being able to collate comprehensive and useful statements from each. This will typically involve speaking to the subject(s) of the complaint, whom the assessors should inform of the complaint's existence and nature, although (obviously) not the provider(s) of the complaint.
4. The assessors should investigate whether footage exists of the incidents or events which are the subject of the complaint, and consult any which exists in forming their conclusions. Where any other useful or relevant resources exist for assessing the complaint, these should also be considered and used here. Accessing these resources should be done as much as possible with consideration to confidentiality, and the initial approach should not mention any kind of inquiry. If necessary, it is permissible to mention that QuidditchUK is conducting a review of procedure or officiating for which the footage or other resource would be useful.
5. Having reviewed the statements and resources available, the assessors should produce an official report in response to the complaint. This report should cover two essential points.
 - a. Does the Gameplay Department condemn or approve the action taken by the subject of the complaint and other officials at the time, with explanations as to why the action is considered correct or incorrect by the department.
 - b. What action the department recommends and commits to undertake, if any, to address the issues raised by the complaint.
6. The assessors should then send the completed report to the Gameplay Director for review. The Gameplay Director should look over the report to check that it is consistent with the facts as they understand them, and consistent with QuidditchUK and the department's ethos. It is also the director's responsibility to ensure the report is of a sufficiently professional standard to be sent outside of QuidditchUK.
 - . In certain circumstances it will be inappropriate for the Gameplay Director to be involved at this stage of the process. Primarily this will be because the director is the provider or the subject of the complaint, or one of the assessors. In these instances, an appropriate substitute will be selected, likely the QuidditchUK President or Vice President.
7. If the Gameplay Director (or substitute) deems the report to have failings, then it will be sent back to the assessors for redrafting with the issues listed by the director (or substitute). When

the report is at a stage where it is acceptable to the director (or substitute), then they should send it to both the subject(s) and the provider(s) of the complaint. The subject(s) should not be informed of the identity of the of the provider(s) of the complaint, and both should only be provided with a copy of the report on the acquisition of a written agreement not to share it.

8. A period discussed between the Gameplay Director (or substitute) and assessors will be set down within which either the provider(s) or the subject(s) of the complaint may appeal against the findings of the report. If this is the case, then the assessors and the director (or substitute) should meet to assess the appeal and its validity, and decide either to uphold the appeal or reject it. If an appeal is upheld, then an appropriately amended report should be sent to the relevant parties. No further appeal will be permitted. In the event that both parties appeal, the appeals should be considered independently but amendments from all appeals should be considered in a single redrafting of the report, after which no further appeal will be permitted.
9. If no appeal has been received by the set date, or appeals have been upheld or rejected, then the Gameplay Director (or substitute) should ask the complaint provider(s) whether they wish the report to be shared. If no reply or a negative reply is received, then no public mention of the report should be made. If all of the complaint providers unanimously agree to its publication, then the report should be published on the QuidditchUK website alongside a brief summary of the initial complaint.
10. Irrespective of its publication, the Gameplay Director should receive the report at this stage (if they have not previously), and should within the space of two weeks use it to compile a list of changes and targets for the Gameplay Department to consider and work towards. These targets, the initial complaint, the final report, and any noteworthy communications to have taken place in between should also be brought to the attention and made available to the QuidditchUK President, Vice President, and Teams Director at this stage if any of these have not occurred previously. These targets as the Gameplay Department receive them should also be sent to the subject(s) and provider(s) of the complaint.