

Grievance Procedures Questions and Answers

1. What is a Grievance?

A grievance is a formal written complaint regarding an alleged violation of a regulation or procedure. See Nat'l League Reg. 2.02A(1).

2. Who has jurisdiction over League Grievances?

Nat'l League Reg. 2.02A(4) states, "All complaints with regard to any aspect of the USTA League Program (except those contained in 2.02B(3) & 2.02C(3) shall be processed through the USTA League Program Grievance and Grievance Appeal Committees at the appropriate level (i.e. local, state, sectional, or national.)" This authority has been given to the USTA League Committee by the USTA Board of Directors who has approved the adoption of the USTA League Regulations. See Nat'l League Reg. 1.01.

3. What are the types of Grievances?

- a. Eligibility
- b. Sportsmanship
- c. Administrative
- d. NTRP

4. Do all Grievances have to go to a Grievance Committee?

All except Eligibility Grievances (e.g. under age, not a USTA member, misrepresentation of identity, not registered on TennisLink) which may be handled by a coordinator and do not require action by a Grievance Committee. See Nat'l League Reg. 2.02B(3)a and 2.02C(3). Note: NTRP Grievances may be dismissed by the state using the Protocol for Filing NTRP Grievances and may be filed at any time; NTRP Grievance Decisions that result in disqualification are scored in the same manner as Eligibility Grievances. See Nat'l League Reg. 2.02E and Q&A Interpretations pg. 14. Refer to 2.02B(4) and 2.02C(4) for Scoring of Eligibility Disqualifications. The USTA Southern Section will administer NTRP grievance complaints (See STA 2.02E)

5. Who can file a Grievance?

According to Nat'l League Reg. 2.02A(5):

- a. Team captain of the team who has competed in match where alleged violation occurred.
Note: In the case of NTRP Grievances, a team is not required to have played a team or individual prior to filing a NTRP Grievance.
- b. League Coordinator
- c. Member of a championships committee
- d. A grievance committee or a grievance appeal committee

6. Who can file a Grievance Appeal?

Any party to the complaint. See Nat'l League Reg. 2.03A(1).

7. Are there time limits for filing a Grievance?

- a. Eligibility Grievances may be filed at any time. See Nat'l League Reg. 2.02B(3) and 2.02C(3).

- b. NTRP Grievances may be filed at any time up to 48 hours after the conclusion of a self-rated players section championship. 2.02E(5)
- c. During Local League competition, all complaints (other than Eligibility and NTRP) must be filed prior to the commencement of the next team match in that flight involving such individual or team, or within twenty-four hours after the end of local league play, whichever occurs first. See Nat'l League Reg. 2.02B(1).
- d. During championship competition, all complaints (except Eligibility and NTRP) shall be delivered in writing to the duly appointed site director or tournament committee member within thirty minutes of completion of the team match or prior to the commencement of the next team match involving the individual or team, whichever occurs first. See Nat'l League Reg. 2.02C(1).
- e. Regardless of any other regulation, a league coordinator, a member of a championship committee, a grievance committee or a grievance appeal committee may file a grievance at any time. See Nat'l League Reg. 2.02A(6)

8. Are there time limits for filing a Grievance Appeal?

Yes. For all Grievance Appeals, the appeal must be filed within the time fixed by the Grievance Committee in its findings. See Nat'l League Reg. 2.03A(1).

9. Who should a Grievance be given to?

During local league competition: to the LLC having jurisdiction.

See Nat'l League Reg. 2.02B(1). The LLC should forward a copy of the grievance to the State League Coordinator. The SLC should then send a copy to the Chair of the Committee and to all parties involved in the complaint.

During championship competition: to the duly appointed site or tournament committee member. See Nat'l League Reg. 2.02C(1).

10. Who should a Grievance Appeal be given to?

During local league competition: As directed by the Grievance Committee decision or to the LLC who will forward the appeal to the Chairman of the Grievance Appeal Committee, State League Coordinator, the Chairman of the Grievance Committee whose decision is being appealed and to the other party(ies) involved in the complaint. See Nat'l League Reg. 2.03A(3).

During championship competition: Tournament Director or as directed in the decision of the Grievance Committee.

11. Who should handle an Administrative Grievance filed against a coordinator or committee where the complaint alleges the violation of a regulation?

All Administrative Grievances are to be handled by the USTA Southern Section League Grievance and Grievance Appeal Committees. Grievances filed against a coordinator's decision that does not violate written regulations are handled by the appropriate Grievance and Grievance Appeal Committees at the local or state level. See USTA Southern Section League Reg. 2.02A(2).