

Competition Division

Committee Name: **Grievance Committee**

Committee Charge: Responsible for the duties set forth in the Bylaws and policies and procedures, including the enforcement of the Standards of Conduct, investigation of all complaints and conducting hearings. Receives and adjudicates all complaints against USTA players, officials, and/or sanctioned tournaments. Grievances are investigated by the committee and the committee determines sanctions that will be applied when they are appropriate.

Committee Chair Responsibilities: The role of the Committee Chair is to facilitate effective and efficient committee operations including frequent communications with committee members, assigned Staff Liaison, and Division Board Liaison. Committee Chair should keep USTA-GA President and Division Board Liaison aware of any significant issues or concerns.

Committee Chair should:

- Exercise leadership
- Attend all meetings
- Recommend a Vice Chair to the President, if appropriate and needed
- Coordinate meeting plans and agenda with Staff Liaison
- Establish ground rules for meetings and agenda
- Establish a committee members roster of names and appropriate contact information, i.e. phone numbers and e-mail addresses
- Establish meeting schedule to all Committee Members and note if a meeting will be held via conference call or if a physical meeting is necessary
- Clarify the responsibilities of Committee Members their specific responsibilities or assign an existing Committee Member as a mentor to new Committee Members
- Ensure clear communication with Staff Liaison if assistance is required or needed
- Assign the role of recorder to document notes and specific actions and or decision recommendations at each meeting
- Submit written recommendations of the Committee to the Board Liaison, Staff Liaison and President within seven days of the meeting
- Notify President and Board Liaison of any member with frequent absences or non-participation

- Keep President and Board Liaison informed of on-going issues or concerns

Committee Members Responsibilities: Each Committee Member, including Committee Chair, is expected to act in good faith under the guidelines established in USTA-GA policy documents to support the mission without regard for personal gain and with the diligence; care and skill a prudent person in a similar position of responsibility would act.

Specific responsibilities for all Committee Members include:

- Reviews all relevant material before meetings
- Participate in committee meetings and committee work to help achieve committee goals by providing thoughtful input into decisions, voicing objective opinions on issues, focusing in the best interests of the association and works toward fulfilling the committee's goals
- Work together with other volunteers and staff in the spirit of cooperation and teamwork
- Be familiar and have a good working knowledge of the USTA-GA Bylaws, the Strategic Directions Plan and Committee Action Plan
- Attend appropriate training meeting sessions when required

Staff Liaison Responsibilities: If a Staff Liaison is assigned, the Staff Liaison should be a valuable resource to the committee, answer questions, offer suggestions, raise questions and provide administrative support when appropriate.

Specific responsibilities of the Staff Liaison include:

- Make early contact with the Committee Chair and encourage participation in training
- Ensure that the Chair executes his/her administrative duties
- Provide a level of administrative support agreed upon by both the Chair and the Staff Liaison
- Assist the Chair in preparing meeting agendas
- Assist the Chair in the preparation and distribution of any working agreements
- Provide on-site support for committee meetings
- Assist in preparing committee reports to the Board of Directors
- Ensure committee's activities support the mission and the Strategic Directions Plan

Board Liaison Responsibilities:

The Board Liaison should perform the following duties:

- Communicate with Committee Chair by e-mail and/or phone once a month or as needed
- Communicate with Staff Liaison by email and/or phone once a month or as needed
- Prepare written reports on the actions, activities, accomplishment of the assigned committee to the Board of Directors at least three days prior to Board of Directors meetings
- Present summary of written reports and present at USTA-GA annual and semi-annual meetings and any other Board of Directors meetings as required
- Present committee recommendations to Board of Directors that require Board approval before implementation
- Attend committee meetings whenever possible
- Provide assistance and guidance when requested or if appropriate
- Learn and become familiar with the committee's charge. Purpose, activities and plans