



**2012 GRIEVANCE PROCEDURES GUIDELINES  
FOR LOCAL AND STATE LEAGUE  
COORDINATORS  
GRIEVANCE AND GRIEVANCE APPEAL  
COMMITTEES**

As of June 23, 2011

In an attempt to provide guidance for Grievance Procedures to League Coordinators and League Grievance and Grievance Appeal Committees, the USTA Southern Section Adult League Committee has distributed these guidelines dated June 2011.



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## Grievance Checklist

(to be used in conjunction with the 2012 Grievance Procedures Guidelines)

- The Grievance was filed within the timeframe required.
- The Grievance was filed by a captain, coordinator, grievance or grievance appeal committee.
- Grievances and decisions are on the correct forms.
- All information on the form is completed properly.
- The complaint was distributed to all parties involved.
- The committee includes a **basis** for its decision.
- There is a very specific date and time at which an appeal is due.
- If a suspension is imposed, there is a specific date that it ends.
- Grievance decision states that if party to the grievance wishes to have a hearing by the appeal committee, it must be requested in writing. (only required if grievance committee did not hold a hearing)
- Grievance appeal was filed within timeframe required.
- If a suspension is longer than 12 months, the decision states that the player or team may appeal to the National League Grievance appeal committee and a time and date is specified.
- The grievance appeal committee did not impose a harsher penalty.
- If an NTRP Grievance is filed, it meets the national protocol.
- Eligible members served on the committees.

## POINTS TO REMEMBER:

- All Grievance and Grievance Appeal Committee members should be provided with a copy of this document.
- Local Regulations are approved by the State League Coordinator prior to publication.
- State Regulations are approved by the Sectional League Coordinator prior to publication.
- Local, State & Sectional League Regulations should include:
  - Who has the authority to interpret those Regulations
  - Who has the authority to amend those Regulations
  - Names of the members of the Grievance and Grievance Appeal Committees  
(These members may be replaced as needed during the season.)

Grievance and Grievance appeal committees do not have the authority to waive local, state, sectional or national regulations.

- The National League Administrator along with the Chair and Vice Chair of the USTA League Committee are the only persons authorized to interpret the National Regulations.
- The USTA Southern Section Adult Leagues Committee Chairman, Vice Chairman and the Sectional League Coordinator are the only league officials authorized to interpret the Sectional League Regulations.
- National USTA League Regulation 1.02A requires that Local League Regulations may not be in conflict with State, Sectional or National League Regulations and State Regulations may not be in conflict with Sectional or National League Regulations. Local State and Sectional League Regulations should also be in compliance with the National Q&A Interpretations.
- Note that the USTA Southern Section League Regulations state, *“The USTA League National and Southern Regulations have full force and applicability at all levels of play in USTA League in USTA Southern and there is no authorization to modify, amplify, or change them by Local or State Coordinators, or Grievance or Grievance Appeals Committees.”*
- League Regulations should not be changed or amended once the season has started unless mandated by a change in higher-level Regulations (State, Sectional or National) or under unusual circumstances. These changes must be approved by the State or Section League Coordinator. Usually, Regulations should not be changed or amended once play has begun if individuals or teams may be impacted by the change.
- According to National USTA League Regulation 3.03A(4), all complaints with regard to any aspect of the USTA League Program, except those contained in 3.03B(3) & 3.03C(3) shall be processed through the USTA League Grievance and Grievance Appeal Committees at the appropriate level. This authority has been delegated to the USTA League Committee by the USTA Board of Directors who approved the adoption of the USTA League Regulations. See National USTA League Regulation 1.01.
- All Administrative Grievances on the local or state level are to be handled by the USTA Southern Section League Grievance and Grievance Appeal Committees. See USTA Southern Section League Regulation 3.03A(2). Administrative Grievances include complaints against a coordinator’s or Grievance/Grievance Appeal Committee’s administrative decisions or actions where there is a complaint that a regulation has been violated or that a conflict of interest exists, but do not include complaints regarding decisions or actions within their realm of responsibilities.
- A complaint regarding failure to meet eligibility requirements does not have to be taken to a Grievance Committee. National USTA League Regulation 3.03B(3)a allows the coordinator to declare a player ineligible and disqualify that player without filing a grievance prior to the disqualification.
- State and Local Coordinators must be sure that all documents are completed correctly (dates and times) and that all parties are notified properly. Keep a Paper Trail. Failure to do so is grounds for a grievance to be dismissed.
- A Local or State League Coordinator should not serve on a Grievance or Grievance Appeal Committee over which they have jurisdiction and should not be present during a Grievance or Grievance Appeal Committee meeting unless specifically requested by that Committee to attend for the purpose of presenting pertinent information.
- League Grievance and Grievance Appeal Committees may only impose sanctions on parties who have violated regulations concerning leagues and league play. These committees do not have the authority to impose any sanctions regarding non-league tournament play or participation in events or areas that are not governed by leagues. This is a 2005 USTA Southern Section Executive Committee directive.
- All Self Rate grievances are to be handled by the USTA Southern Section League Grievance Committee.

- Grievance and Grievance Appeal Decisions will be upheld throughout the USTA Southern Section.

## 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. 3.03A(1).

### 2. Who has jurisdiction over League Grievances?

Nat'l League Reg. 3.03A(4) states, "All complaints with regard to any aspect of the USTA League Program (except those contained in 3.03B(3) & 3.03C(3)) shall be processed through the USTA League Program Grievance and Grievance Appeal Committees at the appropriate level (i.e. local, state, section, 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. 3.03B(3)a and 3.03C(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. 3.03E and Q&A Interpretations pg. 16. Refer to 3.03B(4) and 3.03C(4) for Scoring of Eligibility Disqualifications. The USTA Southern Section will administer NTRP grievance complaints (See STA 3.03E)

### 5. Who can file a Grievance?

According to Nat'l League Reg. 3.03A(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. 3.04A(1).

### 7. Are there time limits for filing a Grievance?

- a. Eligibility Grievances may be filed at any time. See Nat'l League Reg. 3.03B(3) and 3.03C(3).
- b. NTRP Grievances may be filed at any time up to 48 hours after the conclusion of a self-rated players section championship. 3.03E(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. 3.03B(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. 3.03C(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. 3.03A(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. 3.04A(1).

**9. Who should a Grievance be given to?**

During local league competition: to the LLC having jurisdiction.

See Nat'l League Reg. 3.03B(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. 3.03C(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. 3.04A(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. 3.03A(2).

**12. Who should appoint the members of the Grievance and Grievance Appeal Committees and when should these be chosen?**

Local: The local league appoints these with the approval of the State League Coordinator.

State: The State Association determines who appoints State League Committees.

Section: The USTA Southern Section Adult League Committee.

The names of these committee members must be included in the local, state and sectional league regulations and distributed to captains prior to the beginning of the local league season. See USTA Southern Section League Reg. 3.03.

**13. How many members must a Grievance and/or Grievance Appeal Committee have?**

Not less than three persons including a chairman. A member of the Grievance Committee may

not serve on the Grievance Appeal Committee. See Nat'l League Reg. 3.01A and 3.01B.

**14. Can a member of a Grievance or Grievance Appeal Committee be replaced after their name has been published in the local state or sectional regulations?**

Yes. The members of the Committee may be the same as or different in whole or part, from the committee first named. See Nat'l League Reg. 3.01A and 3.01B.

**15. May an individual against whom a Grievance has been filed play during the grievance complaint procedures?**

An individual may continue to play during a grievance investigation but must understand that if the grievance is upheld, all matches played during that time may be defaulted. See Nat'l League Reg. 3.02A(7).

**16. May an individual against whom a Grievance Appeal has been filed play during the grievance appeal procedures?**

- a. If the grievance was upheld, the individual is subject to all sanctions imposed by the Grievance Committee during the appeal process. See Nat'l League Reg. 3.04A(2)a.
- b. If the grievance was denied and appealed by the filer, the individual may participate during his/her appeal process but must understand that if the decision of the Grievance Committee is reversed; all matches played during that time may be defaulted. See Nat'l League Reg. 3.04A(2)b.

**17. What are the responsibilities of the Grievance Committee?**

See Nat'l League Reg. 3.03D.

- a. Act as soon as is reasonable, abiding by the USTA Southern Section Leagues Code of Ethics.
- b. Cause such investigation of the alleged violation to be made as the Committee deems appropriate.
- c. Arrange for a hearing, if the Committee deems it necessary. It is not mandatory for the Grievance Committee to have a hearing.
- d. Review and consider all evidence available and present at the time of the investigation in addition to all National, Southern, State and Local League Regulations and Procedures and National Q&A Interpretations as appropriate.
- e. Arrive at a decision by majority vote. The Committee should then dismiss the complaint or direct the correction of any violations by reasonable means. Such actions may include probation and the suspension of a player, captain or team.  
Nat'l League Reg. 3.04B(4) states: *Any individual or team suspended for a period of 12 months or more may appeal the final decision of the Grievance Appeal Committee to the National League Grievance Appeal Committee within the deadline established by the Grievance Appeal Committee.*
- f. **Prepare a written decision, (using the correct forms) which includes the basis for the Grievance Committee decision, the deadline (example: 5:00 pm EST, January 15, 2009) for any written appeal and information that the appeal may include a request for a hearing (in writing) before the Grievance Appeal Committee, if a hearing was not held by the grievance committee. The decision should not be in violation of any state, sectional or national regulation.**
- g. **Send the written decision to the appropriate League Coordinator who will deliver the decision to all parties involved in the Grievance Complaint.**
- h. If a grievance committee wishes to sanction a party not named in the original complaint, they must file a formal grievance against them before acting. That person must be given complete due process and the right to respond to the action.

## 18. What are the responsibilities of the Grievance Appeal Committee?

See Nat'l League Reg. 3.04A and 3.04B

- a. Act promptly to resolve the appeal, abiding by the USTA Southern Section Leagues Code of Ethics.
- b. Validate that the Grievance Appeal has been received in writing by the deadline set in the Grievance Decision. The parties appealing shall have an opportunity to submit in writing facts and arguments in support of their respective positions.
- c. Cause such investigation, as the Grievance Appeal Committee deems necessary.
- d. Hold a hearing, if the Committee so deems necessary, at which parties involved shall have the right to present evidence.
- e. Hold a hearing, as required in Nat'l League Reg. 3.04B(2), if the Grievance Committee did not hold a hearing and one of the parties to the complaint requested a hearing in writing in their Grievance Appeal. The Grievance Appeal Committee is not required to hold a hearing if the Grievance Committee held a hearing during its investigation.
- f. Arrive at a decision, by majority vote, based on the findings of fact by the Grievance Committee whose decision is being appealed, on the facts and arguments submitted in writing by the parties to the appeal and any other pertinent information presented to the Grievance Appeal Committee. The Grievance Appeal Committee shall have the authority to affirm, modify or reject the decision of the Grievance Committee. However, the Grievance Appeal Committee may not impose a harsher penalty than that given by the Grievance Committee.
- g. Prepare a written decision **setting forth the basis for its decision**, making sure that the decision is not in violation of any state, sectional or national regulation.
- h. Send a written copy of the Grievance Appeal decision (using the correct forms) promptly to the appropriate League Coordinator who will deliver the decision to all parties involved in the Grievance Complaint and to the Chairman of the Grievance Committee.
- i. State in the decision that if any player or team is suspended for a period of 12 months or longer, they may appeal to the National League Grievance Appeal Committee within the deadline established by the Grievance Appeal Committee.
- j. If a grievance appeal committee wishes to sanction a party not named in the original complaint, they must file a formal grievance against them. This grievance will then be sent to a grievance committee for action.

## 19. What limitations do Grievance Committees and Grievance Appeal Committees have?

- a. Grievance and Grievance Appeal Committees may not waive any USA League Regulation or USTA League Procedure. See Nat'l League Reg. 1.02A.
- b. Grievance and Grievance Appeal Committees may not modify, amplify or change any USTA League Regulation or Southern Section League Tennis Regulation. See USTA Southern Section League Regulations beginning paragraph.
- c. Grievance and Grievance Appeal Committees may not interpret National, Sectional, State or Local League Regulations if such action would be in violation of those Regulations.
- d. Grievance and Grievance Appeal Committees do not have the authority to impose any sanctions regarding non-league tournament play or participation in events or areas that are not governed by leagues. This is a 2004 directive from the USTA Southern Section Executive Committee.
- e. The Grievance Appeal Committee may not impose a harsher penalty than that given by the Grievance Committee.



**20. Are telephone conference calls permitted during Grievance or Grievance Appeal Committee Meetings?**

Yes. The Committee Chairman has the authority to use his/her discretion to allow committee members to participate or witnesses to present evidence by means of a telephone conference call. See Nat'l League Reg. 3.05A.

**21. What are the written requirements for communication during the filing of a Grievance or Grievance Appeal and during the investigation of same?**

The requirement that a notice or other document be in writing is satisfied if it is sent by a telegram, fax, e-mail or equivalent communication. See Nat'l League Reg. 3.05B

**22. How much documentation do we have to provide to the parties of a grievance?**

The original grievance document should be sent immediately to all parties involved. If requested, any further documentation should be provided. You may send with names and email addresses removed, but understanding that if insisted upon, the complete documents will have to be provided. Anonymous letters and emails should not be considered.

**23. What are some examples of sanctions?**

Some examples of sanctions may include dismissal of the grievance, probation for a period of time, suspension of a player from league play for a period of time, suspension of a captain or team for a period of time and a monetary fine within reason. A committee does not have the authority to impose any sanctions regarding non-league tournament play or participation in events or areas that are not governed by leagues.

## **Examples of Grievance Complaints and Committee Decisions:**

### **Grievance #1: (Eligibility Grievance)**

As captain of the Bridgepark W3.5 team, I am filing a grievance against Susie Smith (3.5 women's team Greenview, captain Brenda Long). In our match played 1/5/09, Susie Smith was listed in the second doubles position on the scorecard and played the match. When entering the scores in TennisLink, Susie was not on the Greenview roster. Susie should not have been in the line-up for that match. She since has registered on the team but when our match was played she was not registered as a player. Therefore the match she won should not have counted as a win for the Greenview team.

**Note: According to USTA League Reg. 3.03B(3)a this complaint can be accepted by the LLC and the LLC may declare the player ineligible without filing a grievance prior to the disqualification. A sample notice of disqualification from LLC:**

January 20, 2009

TO: Susie Smith  
Brenda Long

FROM: Mary Carter, Local League Coordinator

Susie Smith (Greenview W3.5 team, captained by Brenda Long) was ineligible for Match #2056789, played against Bridgepark W3.5 on 01/05/09 as she was not registered in TennisLink until 01/07/09. This decision is based on USTA League Regulation 1.04C Official League Registration: *TennisLink is the official system for registering teams and players for the USTA League. The players name must be listed on the team roster, as shown on TennisLink prior to participation in any match. This includes any player who is added to a team roster after the commencement of local league play.*

Therefore, her win shall be reversed to a 6-0, 6-0 loss. She will be eligible for all matches played after 01-07-09 and there shall be no further penalty to her or her team for violating the regulation at this time; however, a copy of this notice shall remain on file should another violation occur requiring action.

cc: Martha Watts (Bridgepark W3.5 Team Captain), Barbara Smith (State League Coordinator)

### **Grievance #2: (Administrative Grievance: must go to USTA Southern Grievance Committee)**

This grievance is filed against Kim Brown, our Local League Coordinator, because she waived the local league regulation which states that January 3, 2009 is the deadline to add players to a roster. She gave special permission to Robin Green (Union W4.0 Team Captain) to add Susie Smith to her roster on January 8, 2009. This is not fair when everyone else had to abide by the January 3<sup>rd</sup> cutoff date and Robin Green should be declared ineligible to participate on the Union W4.0 team.

### **Grievance Decision:**

January 20, 2009

TO: (name of person(s) who filed complaint)

FROM: (name of USTA Southern League Grievance Committee chair, names of Grievance Committee members)

RE: Grievance Complaint against Susie Smith (Greenview W3.5 Team)

It is the finding of the USTA Southern League Grievance Committee that the local league coordinator violated the local league regulations by extending the (date) deadline to add players. As a result, Susie Smith is declared ineligible to participate on the Union W4.0 team and any of her wins shall be reverted to 6-0,6-0 losses. We further recommend that the local league review their roster addition policy in 2009 and strictly adhere to one of the following options:

1. Include wording that the LLC has the discretion to make changes to deadlines as he/she determines necessary.
2. Remove the roster addition deadline, and allow players to add at anytime during the season.
3. Keep the roster deadline as is with no exceptions permitted.

If any party to this Grievance Complaint wishes to appeal this decision to the Southern USTA League Grievance Appeal Committee, please submit your appeal by mail, fax or email by 5:00 pm EST, January 28, 2009 to Holly Goddard, Sectional League Coordinator, USTA Southern Section, 5685 Spalding Drive, Norcross, GA 30092, fax: 770-368-9091, email: goddard@sta.usta.com

cc: Susie Smith, Robin Green (Union W4.0 Team Captain), Kim Brown ( LLC), Barbara Smith (State League Coordinator)  
(Note: this grievance was sent to the Southern Grievance Committee as an Administrative Grievance)

### **Grievance #3: (Sportsmanship Grievance)**

I'm filing this grievance against Don Sims for the foul language and unsportsmanlike conduct shown on court today in our 4.0 men's match at Lakeside Club. Don lost his cool several times on court after losing a point, screaming obscenities. I called a ball wide (that was a foot out) and he questioned my call by shouting at me. He lost a game and threw his racquet from the baseline to the bench. During the match he slammed several balls across court when the points were ended that could have hit me. Talking to him only makes it worse; this person should not be allowed to play in the league if he continually acts like this. Other people have complained about his conduct, no one wants to play on court with him.

### **Grievance Decision:**

January 20, 2009

TO: (name of person(s) who filed complaint)

FROM: (name of Local League Grievance Committee chair, names of Grievance Committee members)

RE: Grievance Complaint against Don Sims (Lakeside M4.0 Team)

After reviewing all facts presented in writing and additional information received in separate conference calls with both team captains, this Grievance Committee finds that Don Sims violated the standards of good conduct, fair play and good sportsmanship as set forth in USTA Regulations 1.04E(4) and Player Responsibilities under The Code. Don Sims violated the standards of good conduct, fair play and good sportsmanship in Match #2089997 played on January 14, 2009 by using profanity, throwing his racquet and slamming balls across the net. It is the unanimous decision of the committee to suspend Don Sims from participating in any USTA and /or STA League Program until March 31, 2010.

If any party to this Grievance Complaint wishes to appeal this decision to the Local Grievance Appeal Committee, please submit your appeal by mail, fax or email by 5:00 pm EST, January 28, 2009 to John Smith, Local League Coordinator, at ...

cc: Don Simms, Bob Jones (Lakeside M4.0 Team Captain), John Taylor (Hillside M4.0 Team Captain), John Smith (LLC), Barbara Smith (State League Coordinator)

**Note: The suspension in this decision is longer than 12 months.** Reg. 3.04B(4) states: *Any individual or team suspended by any local, area, or section Grievance Appeal Committee for a period of 12 months or more may appeal the final decision of the Grievance Appeal Committee to the National League Grievance Appeal Committee within the deadline established by the Grievance Appeal Committee.*

### **Grievance #4: (NTRP Grievance) Must be handled at the Section Level**

This grievance is against Ben Green, captain of a 4.0 team. Ben has had two different players on his team disqualified for incorrectly self-rating for his team. Both players have been removed from the team and put at higher levels.

### **Grievance Decision:**

January 20, 2009

TO: (name of person(s) who filed complaint)

FROM: (USTA Southern NTRP Grievance Committee chair, names of Grievance Committee members)

RE: Grievance Complaint against Ben Green

The USTA Southern NTRP Grievance Committee finds that Ben Green willingly condoned the inappropriate self-rating of the two players on his team and knowingly himself filled out the player self rating forms. It is the finding of this committee that Ben Green be suspended from all USTA League play through June 2010 and that he be prohibited from acting as a team captain until Dec, 31 2010.

If any party to this NTRP Grievance Complaint wishes to appeal this decision to the USTA Southern NTRP Grievance Appeal Committee, please submit your appeal by mail, fax or email by 5:00 pm EST, January 28, 2009 to Holly Goddard, Section League Coordinator, at (address, fax # and email). If this decision regarding Ben Green's disqualification is appealed by him, he may not play during the appeal process. (USTA Reg. 3.04A(2)a)

**Note: The suspension in this decision is longer than 12 months.** Reg. 3.034B(4) states: *Any individual or team suspended by any local, area, or section Grievance Appeal Committee for a period of 12 months or more may appeal the final decision of the Grievance Appeal Committee to the National League Grievance Appeal Committee within the deadline established by the Grievance Appeal Committee.*

**Grievance #5: (NTRP Grievance) MUST BE HANDLED AT THE SECTION LEVEL**

This grievance is filed against Mary Brown's self-rating of 4.0. She did not accurately fill out her self-rate questionnaire that she played tennis at Texas A&M for four years on scholarship.

**Grievance Decision:**

January 20, 2009

TO: (name of person(s) who filed complaint)

FROM: (name of State NTRP Grievance Committee chair, names of Grievance Committee members)

RE: Grievance Complaint against Mary Brown's 4.0 Self-rating

After investigation of Mary Brown's tennis background, and consideration of information provided by Mary Brown and her captain, Sherry White, the STA NTRP Grievance Committee finds that Mary Brown is disqualified to the 5.0 level and all of her wins for the Brookwood W4.0 team shall be reverted to 6-0,6-0 losses. The committee did not find sufficient reason to penalize the captain, Sherry White.

If any party to this Self-rate Grievance Complaint wishes to appeal this decision to the STA NTRP Grievance Appeal Committee, please submit your appeal by mail, fax or email by 5:00 pm EST, January 28, 2009 to Holly Goddard, Section League Coordinator, at (address, fax # and email).

**Grievance Appeal:**

I would like to appeal the Grievance Decision against my 4.0 self-rating. I have not played in five years and did not have a winning record at Texas A&M. I have already lost to 4.0 players this year and no 5.0 teams would ask me to play. I would also like a hearing to present my case before the Grievance Appeals Committee.

Mary Brown

**Grievance Appeal Committee Decision:**

January 28, 2009

TO: (name of person(s) who filed complaint)

FROM: (name of State NTRP Grievance Committee chair, names of Grievance Committee members)

RE: Grievance Complaint against Mary Brown's 4.0 Self-rating

After careful consideration of the facts presented in writing and in the hearing, the Grievance Appeal Committee upholds the Grievance Committee decision to disqualify Mary Brown to the 5.0 level.

**Note to Coordinators and Committee Members:**

As stated in the USTA Q&A Interpretations:

Eligibility disqualifications are unique in that we handle an established penalty in two different ways – if within 24-hours of local league season – remove all matches; if after conclusion of local league by more than 24 hours, matches stand but individual may not advance.

**What controls the penalty phase of an eligibility disqualification?**

Certain eligibility issues such as membership are cut and dry – you were a member or you were not at the time match was played. Self-Rate y issues require time to research. **The date the League Grievance Committee makes their decision will control the penalty phase.**

**USTA Southern Section  
League Tennis Officials  
Code of Ethics**

**This Code of Ethics has been approved by the USTA Southern Section Adult League Committee and is intended to be adhered to by local, state and sectional league coordinators, volunteers, staff members and committee members involved in any aspect of league tennis.**

In my position as a USTA Southern Section League Official, I will exemplify good sportsmanship when participating in all USTA affiliated programs.

I will accept and support decisions made by league officials in authority above me.

I will publicly support USTA policies and regulations and any recommended changes will be submitted through proper channels for consideration.

I will consult league officials in authority above me if there are questions as to whether my decisions potentially conflict with any local, state, section or national policies, procedures or regulations.

If I serve as a league participant or team captain, I will take appropriate measures to insure that other players or captains will perceive no possible conflict of interest.

If I am scheduling a division I participate in as a player or captain, I will have another individual who is not a player or captain in this division verify the impartiality of any aspect which is done by draw such as choosing which teams are in which flights, home & away schedules, etc.

If I receive a grievance against the administration, I will forward the complaint to the State and Sectional League Coordinators.

If I am responsible for assigning any person to be involved in the administration of any grievance action, I will replace any person should a conflict of interest exist.

I will recuse myself from deciding any league issue if I have or could develop a conflict of interest, real or apparent. Without limitation, a conflict of interest exists if I, any member of my family, or any member of my team is personally involved in the league issue.

**As of 11/26/08**