

## **Greater Portland City League Tennis Association**

### **Formal Complaint Process/Responsibilities**

#### **Division Representatives:**

1. Handle the initial contact for complaints by captains/co-captains.
2. Remain neutral and evaluate the complaint as it relates to the Greater Portland City League Tennis Association (GPCLTA) Rules and Regulations.
3. Listen carefully without offering specific advice and refer to the "Formal Complaint Process" when a captain/co-captain/player(s) wishes to submit a formal complaint.
4. Transition the Formal Complaint process to the Resolution Coordinator as soon as possible, once a decision to file a formal complaint is made.

#### **Resolution Coordinator:**

1. Once a formal complaint is received via e-mail it is considered an "open" complaint.
2. Respond to the complaint originator to verify receipt of the complaint.
3. Coordinate a review of the complaint to determine if a violation of the Rules and Regulations has occurred.
4. When the above review determines the complaint is invalid, the originating captain/co-captain/player(s) is notified and the complaint is officially closed.
5. When a valid concern/violation is identified, the formal complaint is emailed as written to the team captain/co-captain/player(s) involved.
6. The named captain/co-captain/player(s) have 7 days to respond to the formal complaint, with a specific deadline date indicated.
7. Evaluate the response(s) as they relate to the GPCLTA Rules and Regulations.
8. Email the formal complaint and response(s) to all Board members for their review, prior to the upcoming board meeting.
9. Present the complaint to the Board.
10. Once a decision is reached, inform all parties of the Board's decision and any assessed penalties.
11. Record and track all player penalties and probation periods and document any feedback regarding the decision.
12. Send the Recording Secretary the final ruling via e-mail, to be retained in the permanent record.

#### **Board Members:**

1. Review, discuss and evaluate the formal complaint and response(s) to determine if a Rule/Regulation violation has occurred and if so, what penalties will be assessed.
2. When a violation has occurred, consider what penalties will be assessed based upon similar past penalties, the severity of the violation, and the extent of any harm done.

**Website Coordinator:**

1. Assists with investigation as needed.
2. Assess all penalty points.

**Complaint Originator:**

1. Contact your captain regarding the issue(s), as formal complaints and communications originate from your captain.
2. Read and evaluate the GPCLTA Rules and Regulations pertaining to your situation.
3. Once the captain has decided to submit a complaint include the following:
  - a) Match score sheet, individual match in question, players involved
  - b) E-mail addresses of both captains listed on the score sheet.
  - c) Factually describe the behaviors observed which led to your complaint. Examples: Ball abuse, Racquet abuse, Physical abuse, Verbal abuse, Audible obscenity, Visible obscenity (refer to Friend at Court, USTA Regulations, IV. C. 17). Be as clear, concise, and specific as possible. Include additional information from involved players or those having first hand knowledge/observation of the situation.
  - d) When the complaint concerns line calls indicate if line assistants were requested. If not, explain.
  - e) Desired resolution
4. Submit the formal complaint via e-mail to the Resolution Coordinator.
5. Unless the Board requests additional information, no other communication between the parties involved shall take place.

**Complaint Respondent:**

1. Review GPCLTA Rules and Regulations related to the complaint and respond to the specific allegations.
2. Contact any players involved and gather their information/perspective to include in the response.
3. Respond within 7 days of receiving the formal complaint.
4. Failure to respond in a timely manner results in information not being included in the Board's evaluation of the complaint.