

Greater Portland City League Tennis Formal Complaint Process

Complaint Originator

1. Contact your captain/co-captain as they must submit formal complaints.
2. Read and evaluate the Rules and Regulations as they pertain to your situation.
3. Contact your Division Representative if a decision is reached to file a formal complaint.
4. Email the formal complaint to the Resolution Coordinator, and include the following information:
 - a. Signed match score sheet, individual match in question, players involved.
 - b. Email addresses of both captains listed on the score sheet.
 - c. Factually describe the issues that led to your complaint. Be as clear, concise and specific as possible. Include additional information from involved players or those having first hand knowledge of the situation.
 - d. Desired resolution.
5. Unless the Board requests additional information, no other communication between the parties (including the response from the complaint respondent) shall take place.

Complaint Respondent

1. Review the Rules and Regulations related to the complaint and respond to the specific allegations.
2. Contact any players involved and include their information in the response.
3. Respond by the specific deadline date indicated.
4. Failure to respond by the specified date results in information not being included in the Board's evaluation.

August 15, 2018