

3.00 GRIEVANCE PROCEDURES.

The Regulations in 3.00 GRIEVANCE PROCEDURES shall apply to all USTA League Divisions.

3.01 ADMINISTRATION. All grievances within the USTA League shall be administered in accordance with the provisions of this section.

3.01A Grievance Committees.

3.01A(1) Local. Each local league shall appoint a Local League Grievance Committee.

3.01A(2) Sectional and District/Area. Each Sectional Association shall appoint a Sectional Association League Grievance Committee and each District/Area shall appoint a District/Area League Grievance Committee.

3.01A(3) Championships Grievance Committees.

3.01A(3)a Sectional and District/Area Championships. Each Sectional Association shall appoint a Sectional Association League Championship Grievance Committee and each District/Area shall appoint a District/Area League Championship Grievance Committee.

3.01A(3)b National Championships. The Chair of the USTA League Committee shall appoint National League Championship Grievance Committees. The members may be the same as, or different in whole or in part from, the members of the National League Championship Committees.

3.01B Grievance Appeal Committees. No member of a Grievance Committee may serve as a member of a Grievance Appeal Committee that is considering an appeal of a grievance that was adjudicated by the Grievance Committee on which that person served.

3.01B(1) Local. Each local league shall appoint a Local League Grievance Appeal Committee.

3.01B(2) Section and District/Area. Each Sectional Association shall appoint a Sectional Association League Grievance Appeal Committee and each District/Area shall appoint a District/Area League Grievance Appeal Committee.

3.01B(3) National. The Chair of the USTA League Committee shall appoint a National League Grievance Appeal Committee.

3.01B(4) Championship Grievance Appeal Committees.

3.01B(4)a Section and District/Area Championships. Each Sectional Association shall appoint a Sectional Association League Championship Grievance Appeal Committee and each District/Area shall appoint a District/Area League Championship Grievance Appeal Committee.

3.01B(4)b National Championships. The Chair of the USTA League Committee shall appoint National League Championship Grievance Appeal Committees. The members may be the same as, or different in whole or in part from, the members of the National League Championship Committees.

3.02 GRIEVANCE TYPES.

3.02A General Grievance. Any grievance, other than those defined in Regulation 3.02B *Administrative Grievance*, 3.02C *National League Grievance*, 3.02D *Eligibility Grievance* and 3.02E *NTRP Grievance*, alleging a violation of (i) the USTA Constitution and Bylaws; (ii) the USTA LEAGUE REGULATIONS; (iii) the FRIEND AT COURT – *The USTA Handbook of Tennis Rules and Regulations* including THE CODE and Wheelchair Rules of Tennis (unless modified by these USTA LEAGUE REGULATIONS); (iv) any other USTA regulations (unless modified by these USTA LEAGUE REGULATIONS); or (v) the standards of good conduct, fair play, and good sportsmanship, shall constitute a General Grievance. (Sportsmanship Grievances)

3.02B Administrative Grievance. Any grievance pertaining to administration of the League Program at any level shall constitute an Administrative Grievance. Captains and committee members are not subject to Administrative Grievances.

3.02C National League Grievance. The only National League Grievance that can be filed is an Administrative Grievance against the National League Administrator.

3.02D Eligibility Grievance. Any grievance, other than an NTRP Grievance, contending that a player and/or team has failed to meet eligibility requirements to participate in the USTA League, shall constitute an Eligibility Grievance.

3.02E NTRP Grievance. Any grievance contending that a player's NTRP level is lower than their actual skill level shall constitute an NTRP Grievance. (See *Reg. 3.03E(1) Players Subject to NTRP Grievances.*)

3.03 GRIEVANCES.

3.03A General Procedures.

3.03A(1) Any grievance alleging a violation of (i) the USTA Constitution and Bylaws; (ii) the USTA LEAGUE REGULATIONS; (iii) the FRIEND AT COURT – *The USTA Handbook of Tennis Rules and Regulations* including The Code and Wheelchair Rules of Tennis (unless modified by these USTA LEAGUE REGULATIONS); (iv) any other USTA regulations (unless modified by these USTA LEAGUE REGULATIONS); or (v) the standards of good conduct, fair play and good sportsmanship, shall be filed in writing with the USTA League Grievance Committee responsible for enforcement. Exceptions to filing a grievance with the USTA League Grievance Committee responsible for enforcement are noted in Regs. 3.03A(3) and 3.03A(4) regarding filing a grievance against a Sectional League Coordinator or the National League Administrator and in Regs 3.03B(3)a regarding eligibility.

3.03A(2) An Administrative Grievance at the District/Area level or below shall be filed at the next level with the Sectional Association being the final authority. An Administrative Grievance may be filed by a captain, Local, District/Area League Coordinator, Sectional League Coordinator or a member of a Championship Committee. An Administrative Grievance shall be filed within **90 days** of the incident leading to the grievance, or the grievance shall be barred.

3.03A(3) Any Administrative Grievance against a Sectional League Coordinator shall be filed in writing **to the committee or sub-group appointed by the Sectional Association to oversee the section league program. The decision of the committee or sub-group appointed by the Sectional Association shall be final and binding.**

3.03A(4) Any Administrative Grievance against the National League Administrator shall be filed in writing with the USTA League Committee. The decision of the USTA League Committee shall be final and binding. An Administrative Grievance against the National League Administrator shall be filed within **90 days** of the incident leading to the grievance, or the grievance shall be barred.

3.03A(5) Any grievance with regard to any aspect of the USTA League, except those governed by Regs. 3.03A(3) or 3.03A(4) regarding a grievance against a Sectional League Coordinator or the National League Administrator, or in Reg. 3.03B(3)a regarding eligibility, shall be processed through the USTA League Grievance and Grievance Appeal Committees at the appropriate level (i.e., Local, District/Area, Sectional or National). Decisions of Grievance Appeal Committees shall be final and binding except with regard to suspensions of individuals or teams for a period of 12 months or more. (See *Reg. 3.04B(4)*)

3.03A(6) Any grievance against an individual or team may only be filed by (a) a captain of the team who has competed in the match where the alleged violation occurred, (b) a league coordinator or (c) a member of a Championship Committee, except for Administrative Grievances, Eligibility Grievances and NTRP Grievances, which may be filed as stated in *Regs. 3.03A(2), 3.03B(3), 3.03C(3) and 3.03E(2)*.

3.03A(7) Regardless of any other regulation, a league coordinator or a member of a Championship Committee may file a grievance at any time, except for Administrative Grievances and NTRP Grievances. (See *Regs. 3.03A(2) and 3.03E(3)*).

3.03A(8) Play During Grievance Procedures. An individual or team may continue to play during a grievance investigation and hearing but must understand that if upheld, all matches played during that time may be reversed.

3.03B Local League Procedures.

3.03B(1) Any grievance alleging a violation by an individual or team during local league competition shall be filed in writing with the Local or District/Area League Coordinator or designee having jurisdiction. The grievance must be filed prior to the commencement of whichever occurs first: (a) the involved team's next match in that flight, whether or not the involved player participates or (b) within 24 hours after the end of the local league season, except for Administrative Grievances (See *Reg. 3.03A(2)*), Eligibility Grievances (See *Reg. 3.03B(3)*), and NTRP Grievances (See *Reg. 3.03E(3)*).

3.03B(2) Upon receipt of the grievance, the Local or District/Area League Coordinator or designee shall immediately send a copy to the Chair of the appropriate League Grievance Committee, or other Committee as designated in these USTA League Regulations, and to the party(ies) against whom the grievance has been filed. USTA SoCal has an online Grievance submission process <https://www.ustasocal.com/adult/leagues/grievance-form/>

3.03B(3) Any grievance regarding failure to meet eligibility requirements may be filed by a team captain, league coordinator or member of a Championship Committee at any time.

3.03B(3)a For eligibility matters of simple fact (e.g., age, USTA membership, TennisLink registration) a USTA league coordinator may declare a player ineligible and disqualify that player without filing a grievance. (See *Regs. 1.04C(1) Official League Registration, 1.04E(2) Membership, 1.04E(3) Age, and 1.04F Official League Rating Program, and 2.01A(1)*).

3.03B(3)b All other grievances must go to the appropriate League Grievance Committee or other Committee as designated in these USTA League Regulations.

3.03B(4) Scoring of Eligibility Disqualification in Local League. In the event of an eligibility disqualification during the local league season and up to a maximum of 14 days after the end of the local league season, but prior to any playoff, all matches played by the disqualified player shall be considered defaults and those matches shall be considered wins for the opposing players or doubles teams and scored 6-0, 6-0 for determining standings. Sections must determine the timeframe between 24 hours and 14 days. **USTA SoCal opts for the maximum, 14 days.**

The ineligible player will not be allowed to continue or advance. In case of an eligibility disqualification in single elimination, the last individual match played by the disqualified player shall be considered a win for the opposing player or doubles team and scored 6-0, 6-0 for determining standings. If a double disqualification results in a tie, the local tiebreak procedure shall be used to determine the winner of the team match.

If no such local tiebreak procedure exists, Reg. 2.03H Procedures in the Event of a Tie shall be used in order to determine a winner of the team match.

3.03C Championship Procedures.

3.03C(1) Any grievance alleging a violation during championship competition shall be in writing and delivered to the duly appointed site director or designee prior to whichever occurs first: (a) within 30 minutes of the completion of the involved team's match or (b) the commencement of the involved team's next match, whether or not the involved player participates, except for Administrative Grievances (See *Reg. 3.03A(2)*), Eligibility Grievances (See *Reg. 3.03B(3)*) and NTRP Grievances (See *Reg. 3.03E(3)*).

3.03C(2) At the time a grievance is filed, a copy of the grievance shall be sent by the Championship Committee to the party(ies) against whom the grievance has been made.

3.03C(3) Any grievance regarding failure to meet eligibility requirements may be filed by a team captain, league coordinator or member of a Championship Committee at any time.

3.03C(4) Scoring of Eligibility Disqualification for Championships.

3.03C(4)a Eligibility Disqualification That Occurs Prior To a Championship Event. In the event of an eligibility disqualification before the deadline established by the Section in 3.03B(4) in a round robin format, all matches played by the disqualified player shall be considered defaults and those matches shall be considered wins for the opposing players or doubles teams and scored 6-0, 6-0 for determining standings. The team will remain eligible to participate, subject to the adjusted standings, but the ineligible player will not be allowed to continue or advance.

In the event of an eligibility disqualification before the deadline established by the Section in 3.03B(4) in a single elimination format, the last individual match played by the disqualified player shall be considered a win for the opposing player or doubles team and scored 6-0, 6-0 for determining standings. The team will remain eligible to participate, subject to the adjusted standings, but the ineligible player will not be allowed to continue or advance. If a double disqualification results in a tie, the local tiebreak procedure shall be used to determine the winner of the team match.

In the event of an eligibility disqualification after the deadline established by the Section in 3.03B(4), the team will remain eligible to participate and retain points received up to the disqualification, but the ineligible player will not be allowed to continue or advance.

3.03C(4)b Eligibility Disqualification That Occurs During a Championship Event When Using a Round Robin Format or Segment. In the event of an eligibility disqualification in a round robin format during the championship event, the player will not be allowed to continue or advance on that team and all matches played by the player shall be considered losses and those matches shall be considered wins for the opposing players or doubles teams and scored 6-0, 6-0 for determining standings. If a double disqualification results in a tie, the tiebreak procedure shall be the same as in Reg. 2.03H *Procedures in the Event of a Tie*, in order to determine a winner of that team match.

3.03C(4)c Eligibility Disqualification That Occurs During a Championship Event When Using a Single Elimination Format or Segment. In case of a disqualification in single elimination format during the championship event, the player will not be allowed to continue or advance on that team and the last individual match played by the player shall be considered a win for the opposing player or doubles team and scored 6-0, 6-0 for determining standings. If a double disqualification results in a tie, the tiebreak procedure shall be the same as in Reg. 2.03H *Procedures in the Event of a Tie*, in order to determine a winner of that team match.

3.03C(4)d Eligibility Disqualification That Occurs After the Conclusion of a Championship Event. In the event of an eligibility disqualification after the conclusion of a championship event, the team will remain eligible to participate and retain points received up to the disqualification, but the ineligible player will not be allowed to continue or advance.

3.03D Grievance Committee Action.

3.03D(1) Upon the receipt of a grievance and as soon as reasonable, the League Grievance Committee shall investigate the alleged violation as it deems appropriate. **Parties are entitled to review all information provided to support any grievance, except to the extent that the League Grievance Committee has determined that the information is privileged or confidential.** If the Committee deems necessary, it shall arrange for a hearing at which the parties involved shall have the opportunity to present evidence.

3.03D(1)a A USTA local League Grievance Committee may refer a grievance to the Sectional League Grievance Committee for resolution.

3.03D(2) The USTA League Grievance Committee shall have the power to dismiss or deny the grievance or to direct the correction of any violations by reasonable means, including the suspension of an individual or team. This is applicable to any party to the grievance as long as such party has been given the opportunity to review and present evidence.

3.03D(3) The USTA League Grievance Committee shall prepare a written decision setting forth the basis for its decision and the deadline for any written appeal and promptly send copies to the parties involved. **The date the decision is sent by the League Grievance Committee will be the effective date of any penalty imposed.**

3.03D(4) The decision of the USTA League Grievance Committee, excluding for an Administrative Grievance, shall conform to the [League Suspension Point System](#), which shall be established prior to each League Year by the USTA National League Committee.

3.03E NTRP Grievances.

3.03E(1) Players Subject to NTRP Grievances.

3.03E(1)a Any self-rated player who is playing at an NTRP level lower than their actual skill level is subject to an NTRP Grievance.

If an NTRP Grievance Committee determines that the self-rated player has an inaccurate or inappropriate self-rating, the player shall be disqualified and have their NTRP level adjusted by the NTRP Grievance Committee. Scoring of matches played by the disqualified player, per Reg. 3.03E(6), may be administered in accordance with Reg. 3.03B(4) Scoring of Eligibility Disqualification in Local League and Reg. 3.03C(4) Scoring of Eligibility Disqualification for Championships. The NTRP Grievance Committee may additionally impose other penalties against a player who has inappropriately self-rated, under the [League Suspension Point System](#). Also, a captain or others who have completed, assisted, condoned or approved inappropriate self-rating will be subject to such penalties as the NTRP Grievance Committee may decide, under the [League Suspension Point System](#).

3.03E(1)b A player with a valid NTRP Computer (C) rating or granted an Automatic Appeal (A) rating of a Computer (C) rating is not subject to an NTRP Grievance. Players 60 or over who are promoted and granted an appeal per Reg. 2.05E are also not subject to an NTRP Grievance. Any other player is subject to an NTRP Grievance including players with granted Medical Appeals.

3.03E(2) Any league captain, coordinator or member of a Championship Committee may file an NTRP Grievance.

3.03E(3) NTRP Grievances may be filed against a player at any time up to 48 hours after the conclusion of the Sectional Championship of the player's team, whether or not the player participated. NTRP Grievances will not be accepted at National Championships.

3.03E(4) Local League Competition. NTRP Grievances shall be filed in writing with the Local/District/Area League Coordinator or designee having jurisdiction. NTRP Grievances shall be administered by the Sectional League NTRP Grievance Committee of the player against whom the NTRP Grievance was filed.

3.03E(5) Championship Competition. NTRP Grievances shall be filed in writing with the duly appointed site director or designee having jurisdiction. NTRP Grievances shall be administered by the Sectional League NTRP Grievance Committee of the player against whom the NTRP Grievance was filed. Each Section shall have the option to adjudicate NTRP Grievances prior to, during or after a championship event.

3.03E(6) NTRP Grievance disqualifications occur when the Sectional League NTRP Grievance Committee reaches such decision and sends notification to the parties involved. The date and time that the Sectional League NTRP Grievance Committee sends notification controls the assessment of penalties, including the scoring of matches, which may be administered in accordance with USTA League Regulations 3.03B(4) *Scoring of Eligibility Disqualification in Local League* and 3.03C(4) *Scoring of Eligibility Disqualification for Championships*.

3.03E(7) After an NTRP Grievance Disqualification, the player may not play at the disqualified NTRP level of play or any lower NTRP level of play in either singles or doubles for the remainder of the Championship Year and for the succeeding Championship Year. In any Division using combined levels, the combined NTRP rating of the disqualified player and partner may not surpass the maximum permitted combined level for that Division. A player who has been moved up as a result of an NTRP Grievance Disqualification in either the Adult or Mixed Divisions must immediately adjust their NTRP level of play in both the Adult and Mixed Divisions.

3.03E(8) After an NTRP Grievance Disqualification in an Early Start League (ESL), the player must immediately adjust their NTRP level of play. The player may not participate at the disqualified NTRP level in a previous year's championship for which the player may have qualified.

3.03E(9) The Sectional League NTRP Grievance Committee decision may be appealed in accordance with USTA League Regulation 3.04 *GRIEVANCE APPEALS*.

3.04 GRIEVANCE APPEALS.

3.04A General Procedures.

3.04A(1) Any party(ies) to the grievance may appeal the decision of the Grievance Committee within the time fixed by the Grievance Committee. Upon receipt of an appeal of the decision of the Grievance Committee, the Grievance Appeal Committee shall act promptly to resolve the appeal.

3.04A(2) The party(ies) appealing shall file a written notice of appeal with the appropriate coordinator or designee, who shall send it to the Chair of the appropriate Grievance Appeal Committee, the Chair of the Grievance Committee whose decision is being appealed, the Local, District or Sectional League Coordinator, and to the other party(ies) involved in the grievance.

3.04A(3) The party(ies) appealing shall have an opportunity to submit, in writing, facts and arguments in support of their respective positions. All information submitted shall be provided to all parties.

3.04A(4) Play During Grievance Appeal Procedures.

3.04A(4)a If the grievance was upheld, the individual is subject to all penalties imposed by the Grievance Committee during the appeal process.

3.04A(4)b If the grievance was dismissed or denied and then appealed, the party(ies) may participate during the appeal process but must understand that the decision of the Grievance Committee may be remanded for reconsideration.

3.04B Grievance Appeal Committee Action.

3.04B(1) The Grievance Appeal Committee shall not be required to hold any hearing except as provided in Reg. 3.04B(2). Its decision may be based entirely on the findings of fact by the Grievance Committee whose decision is being appealed and on the facts and arguments submitted in writing by the party(ies) to the appeal.

3.04B(2) If the Grievance Committee did not hold a hearing, the Grievance Appeal Committee shall do so, provided any party involved in the grievance so requests in writing. However, the committee may hear such further evidence as it, in its absolute discretion, deems appropriate.

3.04B(3) The Grievance Appeal Committee shall have the power to affirm, modify, remand for cause, or reject the decision of the Grievance Committee. The Grievance Appeal Committee shall not impose a harsher penalty than that imposed by the Grievance Committee. For the purpose of clarification, should the Grievance Committee elect to not impose a penalty, the Grievance Appeal Committee may not impose a penalty; however, the Grievance Appeal Committee may, for cause, remand the matter to the original Grievance Committee or a new Grievance Committee for reconsideration. **The grievance and appeals process shall restart on remanded appeals.**

3.04B(3)a On appeal, unless new information is received, the Grievance Appeal Committee's review shall be limited to whether the Grievance Committee erred in applying the facts, the regulations, the Suspension Point Table, the proper procedures or acted arbitrarily in its decision.

3.04B(4) A copy of the Grievance Appeal Committee's written decision setting forth the basis of its decision shall be promptly sent to all parties. Such decisions shall be final and binding. The following exception shall apply: any individual or team suspended by any Local, District/Area, or Sectional 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.

3.04C National League Grievance Appeal Committee Action.

3.04C(1) The National League Suspension Group (Chair and Vice Chair of the USTA League Committee and Chair of the National League Regulation Subcommittee) serves as the National League Grievance Appeal Committee and shall hear appeals from individuals/teams suspended for a period of 12 months or more by a Local, District/Area, or Sectional League Grievance Appeal Committee. Upon receipt of an appeal of the decision of the Grievance Appeal Committee, the National League Grievance Appeal Committee shall act promptly to resolve the appeal.

3.04C(2) The National League Grievance Appeal Committee shall have the power to conduct such investigation as deemed necessary by the Committee in its absolute discretion and to affirm, modify, remand for cause or reject the decision of the Grievance Appeal Committee, but may not impose a harsher penalty. (See Reg. 3.04B(3).) However, the National League Grievance Appeal Committee may, for cause, remand the matter to the original Grievance Committee or a new Grievance Committee for reconsideration.

3.04C(3) A copy of the National League Grievance Appeal Committee's written decision setting forth the basis of its decision shall be promptly sent to all parties. Such decision shall be final and binding.

3.05 GENERAL PROCEDURES FOR GRIEVANCE AND GRIEVANCE APPEAL COMMITTEES.

3.05A Teleconference Participation. If one or more members of a Grievance Committee or Grievance Appeal Committee cannot be present at a hearing, such members may, at the discretion of the chair, participate by means of a telephone conference call, video teleconferencing, or other approved remote participation. If any witness cannot be present at a hearing to present evidence, such witness may, at the discretion of the chair, be permitted to do so by means of a telephone conference call, video teleconferencing or other approved remote participation.

3.05B Written Requirement. The requirement that a notice or other document be in writing is satisfied if it is sent by mail, fax, e-mail or equivalent communication.