

A grievance is an official complaint submitted by a captain. There are two main types of grievances, general (rules and sportsmanship) and NTRP(ratings). Grievances are the last resort when captains cannot resolve an issue.

Only a captain or co-captain may file a grievance. Grievances are decided by a volunteer committee of USTA members.

Grievances are serious matters, and can foster resentment that harms the league program, so the decision to file must be considered carefully. USTA NorCal requires that captains or co-captains call the adult leagues department to discuss the situation prior to filing any grievance (510-748-7373).

General Grievances

Any grievance, other than an NTRP Grievance, contending that a player, captain, and/or team has violated a Friend at Court (including "THE CODE") or USTA League Regulation. Refer to ULR 3.00

Used for rules violations, eligibility, and sportsmanship issues

Completed matches almost always stand as played

"He-said/she-said" issues will generally not be settled in a grievance

Poor manners and rudeness are not necessarily violations of the rules or subject to grievance

The committee normally expects evidence that the captains have tried to resolve the situation prior to filing a grievance

No charge to file

NTRP (Ratings) Grievances

Any grievance contending that a self-rated* player is playing at a lower NTRP level than his/her actual skill level. Refer to ULR 3.03E

Can only be filed against a player with an "S" rating. Cannot be filed against "C" or "A" rated players

Ratings data is the primary criterion when determining if a player is "clearly out of level." Other factors can include incorrect answers or omitted information on the self-rating questionnaire

Refer to the "[Protocol for Filing a Self-Rate Grievance](#)" for guidelines as to what constitutes a valid NTRP grievance

Matches may or may not be overturned according to the discretion of the committee and also depending on the date that the committee sends the decision

Filing fee of \$50 per player (due before grievance is adjudicated; check will be shredded if grievance is granted)

*All self-rated players are also subject to the Three-Strikes NTRP Dynamic Disqualification Process. USTA NorCal typically allows time for the NTRP system to identify players playing clearly out of level before the filing of a grievance.