USTA LEAGUE  
GRIEVANCE and GRIEVANCE APPEAL COMMITTEES CHECKLIST  

Refer to  
USTA League Regulations  
(especially Section 3.0 Grievance Procedures)  
and  
Q & A Interpretations  

GENERAL  
Jurisdiction  
☐ Grievance and Grievance Appeal Committees have jurisdiction over the USTA League only.  
☐ Under the League Regulations, an individual does not have standing to bring a grievance against a grievance committee, including but not limited to League Committees (acting as a grievance committee), NTRP Appeal Committees, Medical Appeal Committees, Grievance and Grievance Appeal Committees, nor against members of the committees unless the grievance against the member is as a result of their participation as a league player.  
☐ Other than as provided within the League Regulations 3.02C, grievances may not be filed against members of the National staff.  
☐ NTRP Grievances shall be administered by the Sectional League NTRP Grievance Committee.  
☐ Administrative Grievances go to the next higher level.  
☐ All grievances against a Sectional League Coordinator shall be administered by the Sectional League Committee whose decision is final and binding.  

Procedure  
☐ All grievances and grievance appeals must be submitted in writing to the applicable coordinator (Local, District/Area or Sectional).  
☐ Administrative Grievances must be filed within one year of the incident leading to the grievance or the grievance shall be barred.  
☐ When a grievance is received, the coordinator should immediately forward a copy of the grievance to the Chairman of the Grievance Committee. The proper grievance forms should be required for use and made available on the Local, District/Area or Sectional website. See http://www.usta.com/Adult-Tennis/USTA-League/Information/resources/.  
☐ The coordinator should complete and send an Acknowledgement along with a copy of the grievance to the party being grieved. The person filing the grievance should also be copied.  
☐ If the party being grieved against offers a response (at least 5 business days from receipt of the grievance should be allowed), the coordinator should make sure that said party also sends a copy of that response to the person who filed the grievance.  
☐ If there are multiple submittals from the parties, the coordinator should send a message stating the last date and time by which responses are to be sent. Each party is entitled to have all evidence and responses that are provided.  
☐ All documentation should be sent to the Chair of the Grievance Committee.  
☐ All notifications must be sent reasonably promptly to all parties to the grievance.  
☐ A written requirement is satisfied if a document or notice is sent by mail, email, fax, or equivalent communication to the address shown on TennisLink.  
☐ If the Grievance Committee wishes to conduct a hearing, the Chair should notify the coordinator who in turn should send out a Notification of Hearing to all parties.  
☐ At the discretion of the Committee Chair, a telephone conference call, video conferencing, or other approved remote participation is an acceptable format for a hearing.  
☐ Both parties must be given the opportunity to be on the call at the same time and to be heard and to participate.  
☐ The person filing should be given 10 minutes to speak, the respondent should be given 10 minutes to speak and each should receive 5 minutes for rebuttal. The Chair may expand these time periods.  
☐ Either party is entitled to have others on the call with him/her. A party intending to have an attorney present at the hearing must so notify the applicable coordinator (Local, District/Area or Sectional) at least 10 business days prior to the hearing. Any comments by witnesses or others are included in the 10 minutes (or other applicable time period).  
☐ If the party demands a hearing in person (which the committee may accept or reject in its discretion), he or she may be required to pay the costs of the grievance committee and the other parties involved.  
☐ Only Grievance or Grievance Appeal Committee members may participate in the deliberations and decisions.  
☐ In the instance of an Administrative Grievance against the Section or National Administrator, a quorum of the members of a committee (1/3) may act on behalf of the full committee in the grievance process. The Chair of the Section or National League Committee should administer the grievance on behalf of the league.  
☐ A league coordinator may not be present at a Grievance or Grievance Appeal Committee Meeting or
Hearing unless a witness, party to the grievance or invited by the Chair.

☐ USTA League Reg. 1.02A prohibits waiver of any USTA League Regulation or USTA League Procedure.

☐ Appropriate confidentiality should be observed including, but not limited to, discussions, deliberations and documents.

☐ Grievance and Grievance Appeal Committees should strive to render decisions in a timely manner.

☐ Once the Grievance Committee finalizes its Decision, the coordinator shall send a copy of the Decision of the USTA League Grievance Committee form to all parties with all information about the appeal process.

☐ All written committee decisions should be archived for future reference to help provide necessary long-term consistency in grievance adjudication.

☐ Grievance and Grievance Appeal Committees may not file a grievance.

**COMMITTEE MEMBERS**

☐ Grievance and Grievance Appeal Committees shall consist of a minimum of three members, one of whom shall serve as chair.

☐ Committee members may be the same as, or different in whole or in part from, the committee first approved.

☐ No member of a Grievance Committee may serve as a member of the Grievance Appeal Committee that is reviewing the same grievance.

☐ League coordinators shall not serve on a Grievance or Grievance Appeal Committee for a league over which they have jurisdiction.

☐ Conflicts of interest and appearances of same should be avoided. Members must remain impartial.

☐ Committee members must be familiar with league regulations and procedures at all levels.

**GRIEVANCE COMMITTEE ACTION**

☐ Confirm type of grievance and that it has been filed according to league regulations (filed by appropriate person, with correct committee, within required time constraints, etc.).

☐ Confirm all parties involved are aware of grievance.

☐ Investigate the grievance:

  o Collect and review written responses
  o Interview the parties and witnesses as necessary
  o Gather other relevant evidence, e.g., match cards, TennisLink reports

☐ Arrange a hearing if the committee decides that a hearing should be held.

☐ Determine which rules, regulations or procedures apply to the grievance:

  o National/Section/District/Area/Local League Regulations and Procedures
  o Q&A – Interpretations
  o Friend at Court and THE CODE

☐ May apply a penalty to any party to the grievance even if the grievance was not filed against such party, as long as the party has the opportunity to review and present evidence.

☐ Decisions against the Section League Coordinator may not address their retention for services or employment.

☐ Dismiss or deny the grievance or direct the correction of any violations by reasonable means, including the suspensions of individuals or teams.

☐ If an NTRP Grievance is upheld, the Section League NTRP Grievance Committee:

  o Shall disqualify the player and adjust the disqualified player’s NTRP rating level for either an “inaccurate” or an “inappropriate” self-rating.

  o Shall score the matches of the disqualified player for either an “inaccurate” or an “inappropriate” self-rating, per Reg. 3.03E(6), in accordance with Reg. 3.03B(4) and 3.03C(4).

  o May additionally impose other penalties against the disqualified player only if he/she has an “inappropriate” self-rating.

  o May impose penalties against the captain and others who assisted, condoned or acted on behalf of the player who has an “inappropriate” self-rating.

**GRIEVANCE APPEAL COMMITTEE ACTION**

☐ Any party to the grievance may appeal, by written notice to the Coordinator, within the deadline established by the Grievance Committee. The party(ies) appealing shall have the opportunity to submit, in writing, facts and arguments in support of their respective positions and all such information shall be provided to all parties.

☐ Confirm all parties involved are aware of the appeal (Notice of Appeal).

☐ Accept further evidence as it deems appropriate, or base its decision entirely on the original findings of fact by the Grievance Committee and on the facts and arguments submitted in writing by the party(ies) to the appeal.

☐ Required to hold a hearing if requested, in writing, by any party and if none was held by the Grievance Committee. However, the Grievance Appeal Committee may hear such further evidence as it deems appropriate.

☐ Affirm, modify, remand for cause or reject the decision of the Grievance Committee. May remand the Grievance Committee decision to the original Grievance
Committee or to a new Grievance Committee for reconsideration.

☐ Shall not impose a harsher penalty if one was imposed by the Grievance Committee. If no penalty was imposed by the Grievance Committee, the Grievance Appeal Committee may not impose a penalty but may, for cause, remand the matter to the original Grievance Committee or a new Grievance Committee for reconsideration.

☐ The Grievance Appeal Committee decision is final and binding except for a suspension of 12 months or more.

☐ If a suspension of 12 months or more is upheld or assigned, all parties need to be notified of the deadline and contact information to file a final appeal to the National League Grievance Appeal Committee.

**DECISIONS**

☐ Shall be by majority vote and in writing.

☐ Must include the basis for the decision: findings of fact, rules, regulations, procedures, and policies that support the decision.

☐ Should clearly delineate any penalties assessed against players, captains, teams, etc.

☐ Shall state the deadline (date and time), process and procedures and contact information to file a written appeal.

☐ Shall advise all parties penalized by the Grievance Committee that penalties are in effect during the appeal process. If no penalties are imposed and the filer appeals the decision, advise parties they may participate during the appeal process but must understand that the Grievance Appeal Committee may remand a decision of the Grievance Committee for reconsideration and during that reconsideration, the original Grievance Committee decision may be reversed and penalties imposed that could include default of matches played during the appeal process.

☐ Must list the names of the Committee Chair and members; must be signed and dated at least by the Chair.

☐ Must be sent, in writing, to all parties to the grievance.