

USTA PACIFIC NORTHWEST | GRIEVANCE PROCEDURES AND POLICIES

THE GRIEVANCE PROCEDURES/POLICIES OUTLINED BELOW APPLY TO ADULT TOURNAMENTS, JUNIOR TOURNAMENTS, AND JUNIOR TEAM TENNIS.

For Adult League Grievance Information, Including Procedures | [Click Here](#)

Any complaints or Grievances concerning a Certified Official should be directed to the Pacific Northwest Tennis Officials Association | [Click Here](#) for the Procedures and Grievance/Incident form.

The USTA Pacific Northwest (PNW) Grievance Committee is responsible for upholding the regulations of (a) all USTA PNW-sanctioned or sponsored activities; (b) the Rules of Tennis; and (c) the USTA and USTA PNW constitutions; by-laws; standing orders; and standards of conduct, fair play, and good sportsmanship outlined in the USTA Regulations and Code of Conduct.

GENERAL INFORMATION:

1. The USTA Pacific Northwest Grievance Committee has jurisdiction over all USTA Pacific Northwest Section sanctioned or sponsored activities and is authorized to monitor compliance with rules; process complaints of rules violations; assess suspension points; impose sanctions; and take other measures as deemed appropriate to promote sportsmanship within the USTA Pacific Northwest Section.

2. The USTA Pacific Northwest Grievance Committee Chairperson is authorized to delegate any authority, duty, right, or responsibility to other members of the Grievance Committee as specified by the Chairperson.

3. The USTA works with the [U.S. Center for SafeSport](#) to develop Safe Play policies, procedures, and educational resources to support the USTA Safe Play program. In case of suspected violations of [USTA's Safe Play Policy](#), reports should be submitted directly to the U.S. Center for SafeSport. More information on that process and the process once reported can be found [here](#).

- The reported allegations will undergo a review by the Center, and subsequent actions may involve assessment, investigation, issuance of findings, and determination of sanction if appropriate. If the Center proceeds with an investigation, the Section will adhere to the Center's decision.
- If the Center determines that it does not have purview over the matter, individuals may file a Grievance with the USTA Pacific Northwest Section Grievance Committee for the review of allegations related to unsportsmanlike conduct or violations of regulation. The completion of the filing must occur by 5:00 pm on the 7th calendar day following the receipt of the Center's determination.
- If the Grievance Committee determines that a reported allegation constitutes a violation of the Safe Play Policy, the Committee is obligated to promptly report the incident to Safe Sport.

4. All Grievances must be submitted in writing by the complaining party or their parent/guardian within 7 calendar days of either the date of the alleged violation or the date when the alleged violation was discovered or reasonably should have been discovered. Grievances filed beyond this timeframe will not be accepted.

5. Any Grievance shall be filed in writing using the [USTA Pacific Northwest Section Grievance Form](#). All subsequent communications and questions shall be in writing via email only to the Grievance Staff Liaison, grievances@pnw.usta.com.

6. The deposit for filing a Grievance is fifty dollars (\$50). Payment must be submitted with the initial filing of the Grievance. The payment will be refunded if the Grievance results in a determination of a violation, regardless of any subsequent upheld appeals. Payment will be processed through the [Grievance Form](#).

7. The written Grievance must comprehensively outline all pertinent facts and arguments supporting the complaining party's position. The Complainant shall provide sufficient and detailed facts and other information, including dates, locations, specific rules/regulations alleged to be violated, and the identities of any witnesses possessing information related to the Grievance.
8. All persons directly involved in the Grievance process are under the authority of the Grievance Committee and subject to its decisions. Submitting a Grievance does not exempt the Complainant from any sanctions that may result from the Grievance Committee's investigation.
9. A person may continue to participate in USTA Pacific Northwest Section sanctioned or sponsored activities throughout the course of a Grievance review, investigation, hearing, and any appeal of a decision rendered as a result of the Grievance. The Committee reserves the right to defer the imposition of any penalty or sanction, excluding issued suspension points that have met the threshold for suspension of play. Alternatively, the Committee may choose to impose specific conditions on the individual's participation, pending the final resolution of the Grievance. After all appeals have been exhausted, and unless otherwise determined by the Committee, any remaining penalties or sanctions shall take effect in accordance with the Committee's decision.
10. The Grievance process is open and transparent with limited confidentiality. Grievance Report Forms, witness information, and supplemental information submitted by any party will be provided to **ALL** parties involved to ensure administrative due process. With the exception of emails, all other personal identifying information, including telephone numbers, and mailing addresses, will be kept confidential.

PROCESSING GRIEVANCE:

1. Upon receipt of the Grievance, the Staff Liaison to the Grievance Committee will forward a copy to the Chairperson, who shall distribute the information to all Grievance Sub-Committee members.
2. The Staff Liaison will send a Grievance Notice via email to the party alleged to have committed a violation, which shall include a copy of the Complaint and all accompanying materials. The Staff Liaison shall use the current contact information associated with the party's USTA membership account. In the event that this information is not available, the Staff Liaison will then direct the Grievance Notice to the preferred email address confirmed at the time of event registration or the last known email address. The party alleged to have committed a violation has until 5:00 pm on the 7th calendar day from the date of the Grievance Notice to deliver a written response via email along with any additional supporting documents to the Staff Liaison, who will forward all information to the Grievance Chairperson.
3. The Chairperson shall convene a minimum of three members of the Grievance Committee to serve as a Grievance Sub-Committee who will review and investigate the Grievance and render a written decision.
4. The Grievance Sub-Committee and the Staff Liaison on behalf of the Grievance Sub-Committee may contact other individuals, including but not limited to witnesses, tournament directors, and/or officials who may have information related to the Grievance.
5. Unless extended by the Grievance Sub-Committee, a written decision will be delivered via email to all parties within 45 calendar days of the filing of the Grievance. The Staff Liaison will send all parties a copy of the decision, which shall set forth the relevant facts and reasons supporting the decision. The Grievance Sub-Committee's decision shall be final and binding unless appealed.
6. The Grievance Sub-Committee has complete discretion to decide whether to consider or dismiss the Grievance. The Committee shall maintain a written record of all grievances, whether resulting in a final decision or dismissal, and the record may be used to establish a pattern of sportsmanship behavior for consideration in future Grievances.

GRIEVANCE COMMITTEE DECISION APPEALS:

Suspension points, sanctions, and additional actions imposed by the USTA Pacific Northwest Grievance Committee may be appealed through the process below.

1. Any appeal of the Grievance Committee's decision must be made in writing using the USTA Pacific Northwest Section [Grievance Appeal Form](#) and delivered via email by 5:00 pm on the 7th calendar day following receipt of the Grievance Committee's decision. Appeals received after the deadline will not be accepted. All subsequent communications and questions shall be made in writing via email only to the Grievance Staff Liaison, grievances@pnw.usta.com.
2. The deposit for filing a Grievance appeal is fifty dollars (\$50). Payment must accompany the Grievance appeal to be considered and will be refunded if the appealing party (Appellant) prevails on appeal. Payment will be processed through the [Grievance Appeal Form](#).
3. The notice of appeal shall include (i) a clear identification of the specific Grievance decision that is being appealed; and (ii) the specific additional fact, evidence, or other written submission the aggrieved party would like to be considered. Simply disagreeing with the Grievance Sub-Committee's decision is not sufficient grounds for appeal. The Appellant must show that the Grievance Sub-Committee was unaware of or disregarded material facts or misconstrued or misapplied a relevant rule or regulation that, if properly understood or applied, would have resulted in a different outcome.
4. Upon receipt of the Grievance Appeal, the Staff Liaison to the Grievance Committee will forward a copy to the Chairperson, who shall distribute the Appeal and all related documents to the participating Grievance Committee members.
5. The Chairperson shall convene three members of the Grievance Committee to serve as the Appeal Sub-Committee, who will review the written Grievance Appeal and all related materials and render a decision. No member of the Grievance Sub-Committee may serve as a member of the Grievance Appeal Sub-Committee in a review of the same Grievance.
6. The Grievance Appeal Sub-Committee has complete discretion to decide whether to consider or dismiss the appeal, act on the basis of the evidence before it, or call for additional fact-finding and hearings. If the Grievance Appeal Sub-Committee decides not to consider the appeal, it shall issue a brief summary of its decision.
7. The Grievance Appeal Sub-Committee shall have the power to affirm, modify, or reverse the decision of the Grievance Committee.
8. Unless extended by the Grievance Appeal Sub-Committee, the written decision on appeal shall be delivered to all parties via email within 14 calendar days of the filing of the appeal. The Staff Liaison will send all parties a copy of the decision on appeal, which shall set forth the relevant facts and reasons supporting the decision.
9. The Grievance Appeal Committee's decision shall be final and binding. However, any decision imposing a suspension of 12 months or more from USTA Pacific Northwest sanctioned or sponsored activities may be appealed directly to the USTA PNW Board of Directors. Refer to 'Limited Appeal to Board of Directors' for additional information.

TOURNAMENT SUSPENSION POINTS APPEALS:

Suspension points assessed at sanctioned USTA Pacific Northwest tournaments are not eligible for appeal unless they meet the threshold for suspension.

1. When all suspension points that result in a suspension are assessed at tournaments sanctioned by USTA Pacific Northwest, USTA Regulation IV.F.14.b. applies
2. Suspension points at tournaments sanctioned by more than one Sectional Association. When suspension points are accumulated at different tournaments sanctioned by different Sectional Associations or District Associations of more than one Sectional Association, the procedure in USTA Regulation IV.F.14.a. applies.

HEARING INFORMATION:

1. The Grievance Sub-Committee or Grievance Appeal Sub-Committee may hold hearings as it deems necessary. Should the Committee decide to hold a hearing, the Chairperson shall promptly fix a date and time for such hearing, which shall be conducted virtually or telephonically.
2. All parties to a Grievance or Grievance Appeal shall be present at any hearing that may be held. All parties 18 years of age or older shall represent themselves. Any party who is under 18 years of age may be represented by one parent or guardian.
3. Both parties shall each be permitted ten (10) minutes to make oral arguments and present evidence to the Committee. A Staff Liaison may be present at the hearing in an administrative capacity to take minutes.

LIMITED APPEAL TO BOARD OF DIRECTORS (FOR USTA PACIFIC NORTHWEST GRIEVANCES ONLY):

1. Any party suspended for 12 months or more from USTA Pacific Northwest sanctioned or sponsored activities may appeal such decision directly to the USTA Pacific Northwest Board of Directors by delivering an appeal to the Grievance Committee within 7 calendar days of receipt of the Grievance Committee's final decision.
2. Upon receipt of a written appeal, the Staff Liaison will forward the appeal notice to the USTA PNW Chief Executive Officer, who shall then notify the President of the USTA PNW Board of Directors of the appeal. The President will appoint a Special Committee of no less than three Board Members to review the appeal.
3. The Special Committee shall review the record of the Grievance Committee, Grievance Sub-Committee, and Grievance Appeal Sub-Committee, if any, and by majority vote recommend that the Board of Directors affirm, modify, reverse, or remand the decision. Unless extended by the Special Committee, the Board of Directors shall then issue a written decision to the USTA PNW Chief Executive Officer within 14 calendar days of the Special Committee's recommendation, which shall set forth the relevant facts and reasons supporting the decision. Upon the instruction of the PNW Chief Executive Officer, the Staff Liaison shall transmit the Board's decision to all parties, and any suspension remaining to be served shall commence upon receipt of the decision by the suspended party.
4. The decision of the Board of Directors supersedes any decision made by the Grievance Committee and shall be final and binding upon all parties.

RECIPROCITY:

USTA Regulation V.C.

V. POST-TOURNAMENT REGULATIONS

C. Suspensions by Sectional and District Associations

Suspensions from participation in sanctioned tournaments imposed by Sectional Associations or District Associations as the result of a Grievance or as a result of a suspension imposed under the USTA Suspension Point System shall be enforced in all USTA-sanctioned tournaments, whether they are sanctioned by the Sectional or District Association, another Sectional or District Association, or the USTA. The Sectional Association or District Association that issues a suspension shall send notice of the suspension to the National Suspension Point administrator. The reporting of suspension points assessed is an administrative task, and the failure to report shall not invalidate any suspension.

SOURCES OF REGULATIONS AND SPORTSMANSHIP RULES

[Friend At Court/The Code](#)

[USTA National Junior Tournament Regulations](#)

[USTA Pacific Northwest Junior Tournament Regulations](#)

[USTA National Adult and Family Tournament Regulations](#)

[USTA Pacific Northwest Adult & Family Tournament, Ranking, and Sanctioning Regulations](#)

[USTA Pacific Northwest Sportsmanship Expectation](#)

[Understanding Suspension Points](#)