

**Greater Portland
City League Tennis Association**

Formal Complaint Process

Initiating and Submitting a Formal Complaint

Only Captains and Co-Captains may initiate a Formal Complaint.

The Captain shall contact her Division Representative when a serious rule infraction has been identified.

The Division Representative and Captain shall review and evaluate the City League Rules & Regulations as they pertain to the situation and determine when a Formal Complaint submission is justified.

Once the Formal Complaint decision has been made, the Initiating Captain submits the following information to the Resolution Coordinator:

- A signed match score sheet.
- Date of the match and the individual match involved.
- The email address of both team Captains.
- Names of any players involved.
- Describe the issues and rule violation(s) which support the Formal Complaint.
- Include additional information from involved players or those having knowledge of the situation.

No other communication between the parties shall take place.

All correspondence related to a Formal Complaint is Confidential. The information gathered in the process is for captains and/or players involved in the specific Formal Complaint and shall not be shared with others.

Formal Complaint Review

The Resolution Coordinator reviews the Formal Complaint to determine whether a rule violation has occurred.

When the review determines the Formal Complaint is not a rule violation, the Resolution Coordinator notifies the initiating captain and Division Representative the Formal Complaint is Closed.

When the review determines the Formal Complaint is valid, the Resolution Coordinator notifies the initiating captain and Division Representative the Formal Complaint is Open.

The Resolution Coordinator prepares a summary of the issues brought up in the Formal Complaint and identifies the rules involved.

The Resolution Coordinator notifies the opposing team Captain via email that a Formal Complaint has been received and includes the summary of the issues and rules involved. A response is requested by a specified date.

The Opposing Captain shall:

- Review the City League Rules and Regulations related to the Formal Complaint.
- Contact any players involved and include their information in her response.
- Provide a response to the Resolution Coordinator by the date specified.

Formal Complaint Resolution

Information from the two Captains is sent to City League Board members. The Formal Complaint is presented at a Board meeting for discussion. The Board determines the resolution of the Formal Complaint and may assess a penalty or change to the match scoring.

The Resolution Coordinator informs the Captains of the Board decision. The Board decision is final and no appeal is permitted.

The Formal Complaint is now Closed.

Confidentiality

All Formal Complaint correspondence and related information is confidential and shall be shared only with the Board and those directly involved.

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