



## North Suburban Junior Tennis Association Inc.



### Dispute resolution steps

If an issue arises or a dispute occurs during a match, the team managers of the two competing teams must make attempts to resolve the issue in accordance with the following steps.

Players and parents should raise any concerns with their team manager, so the two team managers can have a discussion. Players and parents must not wait until after the match to raise issues or seek to submit protests and/or Code of Conduct complaints. They should raise the issue with their team manager on the day/night of the match and the team manager must raise it with the opposing team manager and seek to reach a resolution.

1. Parent or player has a concern or issue they wish to raise. This may include Code of Conduct concerns (player or parent behaviour) or a query about the score.
2. The parent or player should raise the issue with their team manager.

**Note:** Players and parents should not seek to raise issues directly with opposition players and/or parents, other than two players discussing matters during a set. **Under no circumstances should a parent seek to directly engage with an opposition player about their behaviour. This is a breach of the Code of Conduct by the parent.**

3. The team manager should then raise the issue with the opposing team manager. The team manager should clearly state what the issue is and what action they are hoping the opposing team manager will take to address the issue, if any. The two team managers should aim to agree on a resolution or way forward to address the issue.
4. The opposition team manager should speak to the relevant players and/or parents from their team and alert them to the concerns. They should discuss options to address the concerns from the opposing team.
5. The opposition team manager should report back to the team manager of the team that raised the concerns outlining what action, if any, they have taken to address the issue.
6. If the two team managers cannot resolve the issue, they should speak to the Court Supervisor. The Court Supervisor should try and assist with resolving the issue – for example, warning a parent or player about a behaviour issue and/or exercising their authority to remove a parent from the venue. The Court Supervisor may call their Club Delegate or a Match Committee member for advice if necessary.
7. If the Court Supervisor cannot resolve the issue, they should document the discussions they had on the back of the result sheet.

8. If the dispute relates to the score of a match, the team manager must sign the match under protest. If both team managers sign the result sheet without writing that it is under protest, neither club can later dispute the match result unless it relates to information that was not known at the time (e.g. a club wishes to protest an emergency player whose history was not clear from the sheet).
9. If an issue has not been resolved by the Court Supervisor, the Club Delegate of the club wishing to raise an issue must contact the Club Delegate of the opposition and discuss the issue. The Club Delegates should seek to resolve the issue – for example by agreeing to handle the situation differently in future, by issuing an apology, issuing a club warning to a parent/player about their behaviour or other action.
10. A Club Secretary or Delegate can submit a Code of Conduct complaint to the Association only if they have not been able to reach a satisfactory resolution with the opposing Club Delegate or it is sufficiently serious that they believe it warrants action by the Association.

The Disciplinary Committee may dismiss Code of Conduct complaints if they relate to matters that were not raised on the night of the match and discussed between team managers and/or if the Club Delegates have not spoken to attempt to resolve the issues between the two clubs.