

**NYTA**

**Complaint Resolution**

**Process Template**

The NYTA acknowledges the work and Development of this document by the Scarborough Tennis Federation.

## Complaint Resolution Procedure

1. The Executive Committee (as defined in the Club's By-Laws) shall establish a discipline committee to receive Complaints from Complainants. Such discipline committee shall be comprised of the President, Vice President and Secretary of the Club elected by the membership at a General Meeting of the membership for a one year term. Quorum for the committee is three members and the committee total is three with the noted exceptions:
  - a. In the event that one or more of the Executive Committee positions are not filled, the committee will be constituted by the three most senior members of the Executive Committee where those Executive Committee positions are filled; and/or
  - b. Where the complainant or respondent is the President, Vice President, and/or Secretary, such person(s) will be replaced by the next most senior member of the Executive Committee on the discipline committee.
2. In the event that a Member or Guest participating at a Club Activity feels that another Member or Guest participating at or during a Club Activity, has violated the rules or code of conduct:
  - a. File a formal written complaint with the discipline committee providing a record of incident(s) including if possible date, times, locations, possible witnesses, what happened, your response
3. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. For clarity, the discipline committee may conduct such investigation in writing and/or in person.
4. Both the Complainant and the Respondent will be interviewed (either in writing or personally), as will any individuals who may be able to provide relevant information. All information will be kept in confidence.
5. If the investigation reveals evidence to support the Complaint, the discipline committee will make a recommendation to the Executive Committee that the Respondent be disciplined and recommend the form of such discipline, having regard to the nature and seriousness of the infraction. Recommendations for minor infractions may include warnings or 1 or 2-day suspensions. Recommendations for a major infraction may include a > 2 day suspension or a life time membership ban from the Club. The Executive Committee will then impose whatever discipline it feels is warranted in the incident and advise both the Complainant and Respondent of same in writing.
6. Where there is evidence that a Complaint is filed in a vexatious manner and not in good faith, the discipline committee may recommend that the Complainant be disciplined. For clarity there will be no repercussions against a Complainant where the Complaint is filed in good faith, whether the Complaint is upheld or not.
7. Either the Complainant or Respondent may appeal, to the Executive Committee, the upholding or not of a Complaint or the discipline imposed to by the Executive Committee, provided that a request for such appeal is made in writing within 5 days of the Respondent and/or Complaint receiving notice of the discipline committee's decision and any discipline imposed by the Executive Committee. In the event the Executive Committee receives such a request, it shall as soon as practical schedule a meeting of the Executive Committee to hear such appeal and notify the Complainant and Respondent of the date, time and location of such appeal. For greater certainty, the filing of an appeal does not suspend, or in any way stay, the discipline previously imposed by the Executive Committee. Both the Complainant, Respondent and a member of the discipline committee shall be entitled to make submissions to the Executive Committee regarding the incident, findings and recommended discipline. The Executive Committee shall then determine whether the upholding or not of a Complaint was warranted and in the event a Complaint is upheld the appropriate discipline.
8. Either the Complainant or Respondent may appeal, to the North York Tennis Association.