



COMPLAINTS & SCORE PROTESTS

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Waverley Tennis is committed to providing a fair and positive environment for all participants. All Complaints and Score Protests must be lodged online by a Club official with Waverley Tennis:

-  • via the **online form** (no emails will be accepted);
-  • within **three (3) days** of the incident/match;
-  • by an appropriate Club Official (submissions by parents or players will not be accepted);
-  • submit a suggestion for appropriate action to be undertaken;
-  • complaints should not be copied to the club that the complaint is being directed against.



COMPLAINTS

For concerns relating to behaviour, conduct, facilities, administration or general event matters, such as:

- Commencement of play delay / other delays
- Verbal abuse
- Audible incivility
- Unsportsmanlike conduct
- Consistently Incorrect Line Calling
- Visible obscenity
- Abuse of raquets, equipment or balls
- Physical abuse
- Coaching
- Failure to complete a match
- Spectator interference
- Venue supervision
- Officiating decisions/disputes
- Court conditions (nets, surfaces, lighting etc.)
- Facility conditions/access (clubrooms, toilets etc.)



SCORE PROTESTS

For concerns relating to the scores submitted for the competition ladder, player results and/or UTR upload, such as:

- Home & Away teams scores wrong way around
- Scores allocated to the incorrect player(s)
- Rubber not played but a score was uploaded to UTR Sports
- Incorrect score entered for a player
- Emergency player was too strong for the team
- Player has played in this competition, during this season, for another club
- Player has not played enough matches to be eligible for finals

The complaints sub-committee will consider, investigate and deal with all complaints and a response will be sent to the complainant.



PLAYER / PARENT SUSPENSIONS AND BANS

The Waverley Tennis Committee of Management has the authority to suspend or ban players, parents, guardians and spectators from participating in or spectating at, competitions and events.

- Decisions are made based on recommendations from the Waverley Tennis Complaints Committee, which gathers evidence of repeated unacceptable behavior that disrupts competitions.
- Serious allegations, such as physical assault, may be referred to the Tennis Australia Integrity Unit.
- When informed of a suspension by Tennis Victoria, Waverley Tennis will notify the affected player's club, and the club must acknowledge receipt and confirm the complaint.
- Suspended players are recorded in Waverley Tennis' Suspended Player Register.

