



Complaint Resolution Process

1. All complaints to be put in writing and sent to the Manager who will forward to the Vice President who is the Director of Discipline. The Director of Discipline is to respond to each complaint within 21 days by initially contacting the complainant.
2. If the discussion with the complainant resolves the matter, the file is to be closed but the record is kept. If the discussion leads to discussing the matter with the subject party and then the matter is resolved, then the file is closed but the record is kept.
3. At this juncture, if warranted, up to a written warning can be given to the subject party in the discretion of the Director of Discipline. The file would then be closed.
4. If the matter warrants more than either closing the file or a written warning or a playing privilege suspension of up to one week, the Director of Discipline is to call a hearing.
5. The hearing panel will comprise 3 members of the executive including the Director of Discipline. The other members to be appointed by the President. One member must be an executive member of the Board.
6. The subject party will be able to present evidence in answer to the complaint.
7. The Board will make its decision within 7 days of the hearing.
8. The range of discipline includes written reprimands, suspension privileges beyond one week, and termination.
9. The decision will be in writing. The decision is final. There is no appeal.

Contact Info:

Dave Duguay, Manager dave@nywintertennisclub.com or in writing to address below.