

## "Criteria Used by the District to Evaluate Tournaments"

**PURPOSE:** Provide positive and critical feedback to Tournament Directors with the goal of the San Diego District having quality, competitive events for the players. **The ultimate goal is to continue to grow the game and tournament participation.**

**PROCEDURE:** The committee selects approximately 5-8 tournaments to evaluate. The selection is based on: player or umpire feedback from the previous year, if a newly established event, if there is a history of Tournament Director management issues, if there is a history of rules/ regulation (Friend of Court) infractions.

### **ELEMENTS EVALUATED:**

#### 1. Web Site Information:

Entry dates and dead line, Tournament sites, where to report if multiple sites, tournament phone contacts, procedure for rain delays, and rescheduling, directions to sites, how small draws will be handled, amenities (gifts, lunches, player party etc.) timely posting of draw with seeds and timely daily draw updates and any other significant information especially regulation/rule info.(such as 3<sup>rd</sup> set tiebreak)

#### 2. Tournament Management:

**Site:** accessible, convenient parking, safe, restrooms, management available at all sites.

**Courts:** Good condition, and adequate number for event, score cards, single sticks, nets not in disrepair and water available.

**Tournament Desk:** readily accessible, courteous, knowledgeable and helpful staff, Friend of Court in view, and TD or Referee available to handle player issues/complaints.

**Officials:** Appropriate number for event size, and accessible at all sites, enforcement and appropriate handling of rules/regulations and sportsmanship issues.

**Draws:** updated and posted on site

**Scheduling:** Timely notification and scheduling/rescheduling

**Seeding:** Consulting with District seeders and/or website and using Friend of Court guidelines.

**Hospitality/Awards/Gifts/ Trophies:** provide what was promised and appropriate for the event.

**Player Feedback:** Evaluator attempt to evaluate the first two days of the event when there are more players. Approximately 10 players are asked to give feedback. Players can also use the district web site.

The Tournament evaluation committee makes recommendations if needed and suggests TD's attend TD Workshops and recommends continued sanctioning.

The **player is the customer** whose good words and positive experience can grow the tournament!!!



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**UNITED STATES TENNIS ASSOCIATION/SOUTHERN CALIFORNIA SECTION/SAN DIEGO DISTRICT**

**SPORTSMANSHIP AND GRIEVANCE PROCEDURES**

**I. Grievance Committee**

It is the objective of the San Diego District Tennis Association (SDDTA) to promote the orderly and fair conduct of the game of competitive tennis through the establishment of and adherence to the highest standards of conduct in all tournaments sanctioned by the United States Tennis Association (USTA). The SDDTA Sportsmanship and Grievance Committee is charged with the responsibility of insuring that this objective is achieved by seeing that a firm but reasonable code of conduct is applied in a fair and consistent manner to all San Diego County adult tennis events.

- A. The Sportsmanship and Grievance Committee shall be composed of at least seven (7) members appointed by the SDDTA President. The Committee shall be responsible for addressing grievances involving the rules and regulations of the USTA and the Southern California Tennis Association (SCTA) and the standards of conduct, fair play and good sportsmanship. A quorum of the Committee shall consist of no fewer than three (3) Committee members.
- B. The Sportsmanship and Grievance Committee may only address grievances concerning violations occurring at any USTA sanctioned adult tournament in the San Diego District. The SDDTA Sportsmanship and Grievance Committee will not address grievances at non-sanctioned adult events, adult events, SCTA events outside of the county of San Diego or other events. The Sportsmanship and Grievance Committee may impose penalties different from and/or additional to any penalties imposed by USTA officials or others at any tournament under the Committee's jurisdiction.

**II. Filing Grievances**

- A. A "grievance" is a written complaint that a person violated the rules and regulations of the USTA, the SCTA, or the standards of conduct, fair play, and good sportsmanship. Grievances may be filed against any member of the USTA; any parent, coach or other apparent representative of any such member; or any official or organizer of a sanctioned tournament.
- B. Any interested party, tournament official, player or spectator may file a grievance.
- C. All grievances must be in writing (either via US mail, fax or e-mail), signed and addressed to **San Diego District Tennis Association —Sportsmanship & Grievance Committee, 2221 Morley Field Dr., San Diego, CA. 92104. Ph. 619-299-8647, Fax 619-299-4075.**
- D. The name of the party filing the grievance shall not be disclosed by the Committee to the party against whom the grievance is filed without the written consent of the filing party or in the case where the Committee decides it is necessary.
- E. Any such written grievance should be filed (i.e., received) within thirty (30) days from the date on which the alleged violation occurred. The Committee may, at its discretion, consider grievances submitted more than thirty (30) days from the date of the alleged violation.
- F. It shall be responsibility of the party filing the grievance to set forth all facts establishing a violation. This information shall include the name of the party against whom the grievance is filed and a description of the alleged violation. The grievance should include the names and telephone numbers of any witnesses to the alleged violation and/or accompanying declarations of those witnesses, the date(s) of the alleged violation and the name of the tournament in which the violation occurred.



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**III. Investigation and Disposition**

- A.** The Committee shall consider every signed written grievance filed. Those grievances, which appear to the Chairperson to allege violations, shall be investigated. Whenever possible, the primary investigation shall be conducted via personal interviews with the involved parties and/or appearance before the Sportsmanship and Grievance Committee. Telephonic interviews shall be the secondary method of investigation.
- B.** Grievances shall be decided by a majority of the quorum of the Committee within forty-five (45) days of the conclusion of the investigation and within one hundred twenty (120) days of the filing of the grievance.
- C.** The Committee shall not be required to hold any hearing prior to making any decision or taking any action upon such decision.
- D.** The Committee shall have the absolute discretion to determine the severity of an offense and to impose penalties for such violations.
- E.** Grievances against members or their representatives:
1. The parties shall be notified of the decision of the Committee within thirty (30) days after a decision has been made.
  2. In the event that a decision of the Committee imposes probation or suspension, written notification shall be mailed to the parties within thirty (30) days of the date of the decision.
  3. The Committee may, at its discretion, also notify:
    - a. Tournament directors of all USTA sanctioned tournaments in which the member would have been eligible to play, but for the probation or suspension, during the period of probation or suspension.
    - b. The SCTA Director of Adult Competition.
    - c. The SCTA Sportsmanship and Grievance Committee.
    - d. The USTA National Sportsmanship and Grievance Committee.
    - e. Any other appropriate parties, as determined by the Committee.
- F.** Notification of Decision
1. For any decision of the Committee, the parties will be notified in writing within thirty (30) days after the date of decision. At its discretion, SDDTA may also notify other potentially interested persons, organizations or entities.



SOUTHERN CALIFORNIA  
SAN DIEGO

## San Diego District Tennis Association

2221 Morley Field Dr, San Diego, CA. 92104

Ph. (619) 299-8647

Email: sddta@yahoo.com Web: sandiegotennis.com

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### IV. Sample Violations

- A.** Minor violations by a member or his/her representative include, but are not limited to, the following:
1. Use of profanity or obscene gestures.
  2. Ball or equipment abuse.
  3. Continuous or disruptive screaming or shouting.
  4. Extended or impolite arguing with tournament officials, umpires and/or directors.
  5. Spectator interference by relatives, coaches or friends of a player.
  6. Unauthorized coaching.
  7. Intimidation.
  8. Intentional failure to compete to player's best ability (e.g. tanking).
  9. Stalling or gamesmanship of any form.
  10. Any conduct employed to gain an unfair advantage, including cheating or any other unsportsmanlike conduct.
  11. Defaulting a match in any sanctioned tournament without notification and/or substantial justification.
  12. Entering two or more tournaments, matches or exhibitions scheduled to take place at the same time, in whole or in part, unless each tournament director involved consents in writing.
- B.** Major violations by a member or his/her representative include, but are not limited to, the following:
1. Striking, threatening or abusing any tournament official, player, spectator or director.
  2. Knowingly falsifying or forging information on any official USTA, SCTA or SDDTA document, or on any writing submitted to the USTA, SCTA, or SDDTA.
  3. Committing multiple or repeated minor offenses after receiving warnings for such conduct, or after imposition of or in violation of prior disciplinary action.
  4. Any conduct deemed detrimental to SDDTA, the SCTA and/or the USTA.



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**V. Penalties**

**A. Minor Offenses**

1. First violation: verbal or written reprimand.
2. Second violation: placed on probation with appropriate terms and conditions.
3. Third and subsequent violations: placed on suspension.

Note: In circumstances, a single violation of the above “minor” offenses may constitute “aggravated” behavior and as such, shall result in the party at fault being placed on probation or suspension. In addition, in particularly flagrant circumstances, the party at fault may be placed on probation or suspension in circumstances while an investigation is being conducted or an appeal is in process.

**B. Major Offenses**

1. First violation: placed on probation with appropriate terms and conditions and/or suspension.
2. Second violation: placed on suspension.
3. Third and subsequent violations: These violations will be dealt with in a severe manner, including possible permanent suspension.

**VI. Appeals**

**A.** A direct appeal may be taken from the final decision of the Committee that suspends or places on probation a member of his/her representative.

**B.** A party filing an appeal shall do so in writing within thirty (30) days after the mailing of a written notice of decision by the Grievance Committee. Such appeal shall be directed to the SDDTA Executive Committee via the SDDTA Grievance Committee Chairman.

**C.** Upon receipt of a written appeal, the SDDTA Grievance Committee Chairman shall promptly fix a time and place for a hearing and shall give the appealing and responding parties not less than ten (10) days written notice of the hearing. At any such hearing, the person penalized shall have the right to appear personally, to present testimony and other evidence, and to cross-examine witnesses. The SDDTA Executive Committee shall have the power to affirm, modify, or reverse the prior decision, and to impose any additional penalties as may be deemed appropriate. SDDTA Grievance Committee Chairman shall notify the appealing party of the decision within thirty (30) days of the last day of the hearing and shall prepare written findings of fact in support of the decision.

**D.** If a suspension is for a period of six (6) months or more, a complainant may appeal to the USTA National Grievance Committee (see USTA Bylaw 43, section C). This appeal is subject to the procedures of the USTA Grievance Committee with regards to timeliness and procedure.

## SDDTA Tournament Evaluation Form

Name of Tournament: _____	Date s: _____
Director: _____	Site : _____
Number of competitors this year: _____ last year: _____	ID # _____

**Directions:** Check YES, NO, or NE (not evaluated) on all regular-print questions. On bold print questions give a number 1-5. (5-excellent, 4-very good, 3-adequate, 2-should be improved, and 1-substandard)

	Yes	No	N/E	Comments
<b>Use of Internet:</b>				
<b>Understand and use TDM (T.management software)</b>				
<b>Complete Information on Homepage including:</b>				
Tournament Director's Name				
E-mail and phone number of TD during tournament				
Referee's name				
Site and secondary site addresses				
Dates of postings for seeds and draws				
Match check-in requirements				
Inclement weather protocol with updates				
<b>Correct Formats for seeds and draws:</b>				
<b>Seeding shows competence in following guidelines</b>				
<b>whether USTA, sectional or local rankings</b>				
With small turnout, player offered choices				
If refund is chosen, it is promptly paid				
Correct number of seeds per draw size				
Seeds posted prior to draws for feedback				
Draws and schedules posted minimum 3 days before T.				
Updated results daily on Tennislink				
T. Evaluation forms or link available at T. desk				
<b>Officiating:</b>				
Name of Referee:				
Number of officials (referee, roving and chair umpires)				
TD understands role different than referee's role				
Number of court monitors / volunteers				
Adherence to USTA rules as in current <i>Friend at Court</i>				
Current <i>Friend at Court</i> available				
Point penalty system enforced				
<b>Problems handled efficiently</b>				
<b>Scheduling:</b>				
Proper scheduling for court usage				
Proper time allowed between an indiv.'s matches				
<b>Wait time for players</b>				
Defaults handled uniformly per USTA rules .				
<b>Tournament Desk:</b>				
<b>Positive staff attitude</b>				
Questions answered courteously				
Phone communication available				
Draw sheets posted & kept up to date				
Communication with secondary sites				
Knowledge of tournament rules				

## SDDTA Tournament Evaluation Form (cont.)

	Yes	No	N/E	Comments
<b>Secondary sites:</b>				
Site properly staffed				
Phone communication available				
Restrooms available on site				
Directions available between sites				
Number of courts used at site				
<b>Tennis Courts:</b>				
<b>Clean &amp; well maintained</b>				
Seats or benches on courts for players				
Practice courts available at main site*				
Score tenders available*				
<b>Clean &amp; well maintained at secondary site(s)</b>				
<b>Nets:</b>				
In good condition				
Adjusted to proper height				
Singles sticks used *				
<b>Water:</b>				
Water available on court/site				
Ice available on site*				
<b>Facilities:</b>				
Restrooms available on site				
<b>Restrooms clean/well maintained</b>				
Seats/bleachers provided for spectators				
Snack shop available				
Pro-shop misc.gear & racquet stringing available*				
<b>Parking:</b>				
Close to courts				
Adequate parking space				
<b>Medical:</b>				
First Aid kit on site				
Defibrillator is recommended but not required*				
<b>Overall Impressions:</b>				
<b>Player feedback (Talk to a minimum of 5) (Paraphrase on reverse side)</b>				
<b>Appropriate prizes and amenities</b>				
Prize money, if offered, promptly paid				
Friendly staff always available				
Tournament well run				
Tournament needs improvement				
Refer tournament to Sanction Committee				

(\* Denotes--Optional)

Evaluated By: \_\_\_\_\_

( Print Name Legibly)

Date(s) of Evaluation: \_\_\_\_\_ Date of Submission: \_\_\_\_\_

Additional comments on reverse side: