

## Attachment I: MDLTA Complaints Handling Process

Mid Week ladies tennis is a great social day for all and the Association sees the importance of supporting complainants and regards complaints as a way of continuous improvement. Our aim is to ensure issues are handled appropriately, effectively and in a timely fashion before they escalate

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The MDLTA does not offer an arbitration or dispute-resolution service. We will not usually become involved in arguments or disputes between players or between clubs unless:

- The dispute is important to the whole of the Association.
- The dispute involves misconduct by someone who is subject to the MDLTA By-laws, Tennis Australia Code of Conduct and International Tennis Federation Rules.

## First Tier

