



Some tips for dispute resolution



Serious disputes rarely happen

Most people come to tennis for fun, fitness and an enjoyable day with their family and friends. The vast majority of people are polite, considerate, fair, reasonable, honest and positive role models for all of our children.

It is extremely unlikely that you will be involved in a serious dispute, but we have included these tips just in case.



The players should resolve any dispute themselves

Players are required to umpire their own matches.

Tennis Australia Etiquette clearly states that players should not enlist the aid of spectators, including parents, coaches etc, in making line calls, or attempting to determine other on-court matters.



But sometimes it may be appropriate to help

When junior players cannot manage the calls or score without obvious delay an umpire should be selected by mutual agreement of Team Managers. The umpire should then only arbitrate on any disputed calls (rather than calling all points).

If the score in any match is disputed by any on court player, the match should be continued at the last agreed score. A supervisor should then keep score for the remainder of the match (but not umpire, unless requested).



If the dispute escalates

In the extremely unlikely event that a dispute starts or escalates beyond the players:

- Make every effort to resolve the dispute directly with the other Team Manager. Do not involve other parents. Discourage the other Team Manager from involving other parents (sometimes easier said than done!).
- Have a copy of the HTA Rules of Match Play handy (either on your iPad or printed in your folder). Take your time. Refer to the rules.
- Keep calm and be polite
- Treat both children and adults in the way you would like to be treated (even if they are not treating you in that way)
- If someone is behaving inappropriately, do not stoop to their level. Be the better person.
- Remember – it's only tennis. In the big scheme of things it doesn't really matter. It's a first world problem.
- Remember you are being a role model for any children watching.



Official complaint

- If you are unable to satisfactorily resolve the dispute at the match, there are procedures for making an official complaint. Please discuss this with a Piccadilly Tennis Club Committee member.