



## Discrimination and unacceptable behaviour reporting procedure

We are committed to providing equality of opportunities and anti-discrimination practiced for all players, officials, staff, supporters, partners, members of our community and stakeholders according to their needs. Discrimination of any type has no place within our Club.

If you experienced or witnessed unacceptable behaviour at the stadium or online/social media we encourage you to tell us about your experience.

### **Conduct**

When entering the ground, the players, officials, staff members, supporters, partners, members of our community and stakeholders accept the jurisdiction of the Ground Regulations and the code of conduct requirements that are expected of them.

### **Reporting procedure**

The Club would like to emphasise that we do not tolerate discrimination and unacceptable behaviour at our stadium. Anyone found to be in breach of this rule could receive a lifetime banning order.

Appropriate action will also be taken against any staff members, worker, volunteer, supporter, or a third party contractor who is found, after full investigation, to have violated our procedures.

In the event that any member feels that they have suffered discrimination or unacceptable behaviour, we encourage them to report this to the Club in the first instance.

### **Matchday reporting**

Reporting of discrimination or inappropriate behaviours on matchdays should be made to the Club in the first instance, as this ensures a proactive response at the time of the event.

You can report the unacceptable behaviour via our matchday TEXT/WhatsApp line (07500 77 88 44); you can also make a report in person to a matchday steward or a member of staff, where appropriate action will be taken.

Your report should include:

- As much detail of the incident as possible including the area of the stadium (stand, row and seat it took place in if possible)
- The text is received directly in the match safety control room and the appropriate action will be taken

You may also choose to report the incident to Kick it Out or Her Game Too if you so wished, however, we encourage the reporting directly to the Club in the first instance as this ensures a proactive response at the time of the event.



## **Non-matchday reporting**

If you would like to report an incident after a matchday, please email [info@pompeyfc.co.uk](mailto:info@pompeyfc.co.uk) or report it via a Kick it Out app or Her Game Too website.

Your report should include:

- Details of what, when and where the occurrence took place
- Any witness statement and names
- Names of any others who have been treated in a similar way
- Details of any former complaints made about the incident, date, when and to whom made (if applicable)
- Share details of the incident and screenshots (if applicable) of any offensive social media posts where possible
- A preference for a solution to the incident

## **Outcomes**

The Club's Disciplinary Committee will sit for any hearings that are requested

The Club's Disciplinary Committee will have the power to:

- Warn as to future conduct
- Suspend from membership
- Remove from membership, any person found to have broken the Club's Policies or Codes of Conduct

Please refer to the 'Appeal Process for Supporters Issued with Club Ban' procedure in our Customer Charter for the steps to follow to appeal the Club's decision.

## **Reporting for players and staff**

Players, staff members, casual workers and volunteers of the Club who wish to report an incident of discrimination or unacceptable behaviour on matchday/ non-matchday, the procedure is to escalate the matter to the relevant line manager or the HR department. This can be done in person, in writing or via email.

## **External communication**

The Club uses every means available to communicate our expectations and what we consider to be unacceptable behaviour on matchdays and non-matchdays.

Communications on matchdays are provided via various means, including the Club's matchday programme, posters across the stadium, on a big screen and through the stadium's public address system.

The club has developed policies and procedures that support our commitment to inclusion, and those are fully supported by our Senior Leadership Team and the Board of Directors. Appropriate action will follow if anyone is found guilty of breaching our rules.