



## PLYMOUTH ARGYLE CUSTOMERS' CHARTER 2020-21

### Points of Contact

The primary contact is Supporter Liaison Officer **Siobhan Robbie-James**, who, on a day-to-day basis, will: attend to any complaints requiring immediate resolution; collate all other complaints and forward them to the appropriate official for action and reply; maintain a record of complaints; and ensure prompt and substantive replies.

Siobhan can be contacted in normal club hours, 9am-5pm each weekday. In her absence, please contact Jamie Yabsley, on general matters, or Mark Lovell, if your query concerns the Argyle Community Trust.

The club prefers comments to be made in writing to:

**Plymouth Argyle Football Club Home Park Plymouth PL2 3DQ**

Siobhan can also be contacted via:

01752 562561 (telephone); or [Siobhan.Robbie-James@pafc.co.uk](mailto:Siobhan.Robbie-James@pafc.co.uk) (email).

The club will make an initial reply within three working days and its substantive reply via post, e-mail or fax within 10 working days. If circumstances dictate that this is not possible, an interim response will be made and a substantive response made as soon as possible thereafter.

Verbal comments will be responded to verbally.

A record of all comments will be retained.

Should a supporter be unsatisfied by the club's response or failure to respond, they should contact the Independent Football Ombudsman, which has been established to receive and adjudicate on complaints that have not been resolved at an earlier stage and can be reached at:

Suite 49 57 Great George Street Leeds LS1 3AJ Email: [contact@theifo.co.uk](mailto:contact@theifo.co.uk) Telephone: 0800 588 4066





The club adheres to its Vision and Values, which can be found on the official club website, [www.pafc.co.uk](http://www.pafc.co.uk).

These comprise: Excellence; Efficiency and Organisational Strength; Financial Prudence; Fan Focus; Honesty, Openness and Integrity; Respect; and Community Focus.

### Customer Service

Our staff are required and expected to maintain the highest standards of service and courtesy at all times, in all circumstances. The club does not tolerate discrimination or harassment against any individual or group on the basis of age, sex, religion, race, nationality, disability, sexual orientation or gender identity. All staff, members, supporters and applicants for employment will be regarded equally and be given equal opportunities.

Our Disability Policy can be found on our club website, [www.pafc.co.uk](http://www.pafc.co.uk).

Our General Social Media Policy can be found on our club website, [www.pafc.co.uk](http://www.pafc.co.uk).

Our Sexting Policy can be found on our club website, [www.pafc.co.uk](http://www.pafc.co.uk).

Our Whistleblowing Policy can be found on our club website, [www.pafc.co.uk](http://www.pafc.co.uk).

### Consultation and Information

We have in place processes which will allow our supporters to play a significant role in the governance of the club.

The club will meet EFL regulation 115 by holding at least two fans' forums in each season to which its supporters are to be invited in order to discuss significant issues relating to the club. Details will be announced at least two weeks in advance.

We also continue to develop our relationship with sponsors, the media, Plymouth City Council and other stakeholders. We will publicise our position on major policy issues on our website, [www.pafc.co.uk](http://www.pafc.co.uk); through mailings; or in the match-day programme.





## Ticketing

We are committed to providing value for money to the widest spectator base, through our Membership schemes; pre-match day purchase discounts; appropriate concessions; and occasional offers.

We will review ticket-pricing annually and give the earliest possible notice of any changes to our ticketing policy.

Young people (anyone under 18) and senior citizens (65 years and over) will be among those entitled to a concessionary ticket price.

Away supporters in the appropriate category will enjoy the same concessions, and no away supporter will be subjected to any higher charge than that made to our fans.

To improve security and safety, away supporters are required to use the area of the stadium allocated to them.

Although each case will be considered on its merits, in general, refunds are only made in exceptional circumstances at the discretion of the club.

EFL regulations will be followed in the event of postponed and abandoned matches.

If a match has to be postponed before kick-off, ticket-holders will be entitled to free admission to the rearranged fixture, on production of a valid ticket. If the game is abandoned after kick-off, spectators will be entitled to half-price admission to the rearranged fixture, on production of a valid ticket.

## Merchandise

All replica strip designs shall have a maximum lifespan of one season. Details of the next intended change of strips will be available via the shop, official website, and match-day programme as quickly as possible.

The club carries out its obligations under EFL regulations to prevent price-fixing in relation to the sale of replica strip.

The club offers refunds on merchandise in accordance with its legal obligations and on production of a valid receipt.





## Stadium

The club will ensure that a safe stadium environment is provided and, in turn, ask that supporters adhere to the official ground regulations which can be found on our club website [www.pafc.co.uk](http://www.pafc.co.uk) and displayed throughout the stadium.

## Stewarding and Crowd Control

We operate a fair and open stewarding policy, with spectator safety being the primary focus. Our stewards are trained up to SIA level and are briefed to ensure that supporters comply with club and EFL ground regulations. Standing in all areas is not accepted and all gangways must be kept clear at all times.

## Banning Procedure

Banning orders may be enforced after an incident has been reported to us, either directly or through the Police, and may vary in length dependent upon the nature of the incident. Each case will be dealt with on its own merits.

Examples of unacceptable behaviour leading to banning orders include, but are not limited to: violent or abusive behaviour towards the public or club officials; drunken behaviour; racist chanting or comments; homophobic, bi-phobic or transphobic chanting or comments; and encroaching on to the playing surface. Banned supporters will have the opportunity to discuss their conduct with the club before any ban is considered.

**Banned supporters are not entitled to any refunds.**

## Stadium Parking

Although it is not possible to reserve parking in advance of a fixture, there is a large, free, car park, operated by Plymouth City Council, adjacent to the stadium.

## First Aid

We provide full medical support for spectators inside Home Park.

## Catering

We aim to provide variety and value for money and variety of choice in all our catering outlets and hospitality areas.





## Community Activities

The club embraces the Argyle Community Trust, and it endorses the employment of the Disability Officer.

The club will co-operate on joint ventures to benefit the community through local public authorities, particularly schools and colleges, business, commercial, charitable and voluntary organisations.

We will endeavour to ensure management players and officials are available to support community programmes and events.

The club is committed to assisting more people to play and watch football.

## Data Collection

Any data disclosed to us is collected, stored and used in a responsible and secure manner as required under the relevant Data Protection Acts.

## Charity Partner

We will identify an official charity partner or partners at the beginning of each season and assist them in raising funds and increasing awareness of their work. Our Charitable Giving Policy can be found on our club website, [www.pafc.co.uk](http://www.pafc.co.uk).

## Safeguarding

We are committed to the safeguarding of both children and vulnerable adults. All staff who work closely with children and young people receive appropriate training and are DBS checked where appropriate.

Our Safeguarding Policies can be found on our club website, [www.pafc.co.uk](http://www.pafc.co.uk).

## Corporate Social Responsibility

We are committed to achieving best practice and being a good corporate citizen. This involves, but is not limited to, adherence to industry standards and reporting frameworks.





## Environmental Policy

We acknowledge that our activities impact the environment and strive to be environmentally friendly.

We seek opportunities to minimise resources we consume, thereby ultimately limiting waste.

We shall acknowledge environmental legislation and regulations, and aim to exceed them wherever possible.

We shall document, communicate and educate employees, shareholders and investors our policy, and encourage them to participate.

We shall encourage recycling in partnership with our Waste Disposal partners.

## Minute's Silence/Applause

There will be a minute's appreciation ahead of kick-off at the final home game of each season to remember those connected with the club, including supporters, who passed away during the season.

The only other circumstance under which a minute's silence or applause will be held is if requested by one of the game's governing bodies, such as the Football Association or EFL, or at the club's discretion if an individual who has represented the club with distinction has passed away.

