



## **PLYMOUTH ARGYLE CUSTOMERS' CHARTER 2019-20**

### **Points of Contact**

The primary contact is Supporter Liaison Officer Rick Cowdery, 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.

Rick can be contacted in normal club hours, 9am-5pm each weekday. In his absence, please contact Dan Cole, 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

Rick can also be contacted via:  
01752 562561 (telephone); or  
rick.cowdery@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.

We will undertake research on the design and number of new strips and will continue to involve our supporters in the selection process via governance arrangements.

### **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 by clicking [this link](#).

### **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.