CLACHNACUDDIN FOOTBALL CLUB (1990) LTD

CLACH-D-005 - SUPPORTER & CUSTOMER CHARTER - SEASON 2024 / 25

The Club is committed through this Charter and policies to improve standards of customer relations and develop sustainable partnerships with our supporters and the wider community giving due consideration to the local environment. Clachnacuddin Supporters Society Ltd ("The Trust") is a not – for – profit society owned by its members and is registered at the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014. The Trust has a constitution and set of rules that have been approved by the Registrar of Friendly Societies, which are designed to serve both club and community.

SUPPORTER AND CUSTOMER CHARTER

The Club is committed to delivering the very highest standard of service to all supporters and customers and recognises the special bond with our supporters and respects the invaluable contribution the supporters have made in the past and continue to make to the life of the Club. As such, the Club will make every effort to ensure that its policies and practices are open, accessible, and communicated as effectively as possible to everyone.

The Club will annually review its Customer Charter, making changes in accordance with the recommendations put forward from the various groups and from guidelines received from the relevant governing bodies. The Club reserves the right to make amendments at short notice to this policy, but all changes will be communicated to supporters through the Clubs social media platforms.

KEY ISSUES CONTAINED IN THIS CHARTER

1. Accessibility
2. Match day
3. Loyalty and Membership
4. Consultation and Information
5. Community Activity
6. Merchandise
7. Staff Conduct
8. Customer Service

Clachnacuddin F.C. (1990) Ltd, Grant Street Park, Wyvis Place, Inverness IV3 8DR

clachnacuddinfc@highlandleague.com

1. ACCESSIBILITY

The Club is committed to providing a high-quality customer experience which is accessible to the widest possible audience.

1.1. Concessions are available for persons over 60 years of age and for junior supporters under 16 years of age. Children under 12 years of age are admitted free of charge as long as they are accompanied by an adult. The Club may on occasion request proof of eligibility.

1.2. The majority of the seating offers an unrestricted view to supporters. (Our meaning of "restricted view" is where you have to move to gain an unrestricted view. Movement of the head to the side to gain a view is not considered a restricted view.)

1.3. The Club offers reduced admission to replays of abandoned games. If a match is abandoned after spectators are admitted to the ground, but before kick-off, spectators are entitled to free admission to the rearranged match. If a match is abandoned after kick-off and before half-time, spectators are entitled to reduced admission to the rearranged match. (In both the instances above supporters will be given a voucher/ticket upon leaving the ground which they must present at the rearranged game in order to qualify for any agreed discount). Admission reductions will not be given if a game is abandoned after half time. Refunds are not given under any circumstance.

1.4. The Club will where-ever possible set admission prices for Scottish Highland Football League (SHFL) games in line with the minimum price enforced by the SHFL. The club will not charge supporters over and above this rate. The Club however reserves the right to review admissions charges and amend at short notice if necessary and if this is necessary supporters will be updated via the Clubs social media platforms.

1.5. Setting of admission prices for Cup-Ties is subject to the approval of the, Scottish Highland Football League, Scottish Football Association, sponsor and / or visiting club. The Club will also take account of the competition, status of the away club and the stage of the competition when determining Cup-Tie prices.

1.6. Consultation will take place with away clubs to agree their ticket allocation.

1.7. The Club will charge for admission to the stand within the Stadium but reserve the right to make concessions.

2. MATCH DAY

At all times the Club will endeavour to provide a safe and enjoyable atmosphere for watching football.

2.1. The Club will provide a safe and trouble-free environment for all spectators and shall ensure that the quality of service provided is of the highest standard possible.

2.2. The Club will when required provide an appropriate number of Stewards for home games These stewards will be identifiable as they will wear high visibility jackets.

2.3. The Club will endeavour to make available hot and cold snacks for all home games.

2.4. The Club have produced a separate Spectator Safety Policy (CLACH-P001), Health and Safety Policy (CLACH-P-002), Stadium Regulations (CLACH-D-002), Contingency Plan (CLACH-D003) and Stewards Code of Practice (CLACH-D-004). These documents will be used by the Club to ensure spectator safety is of the highest quality possible during match days.

2.5. Any individual who is found to be in breach of the Ground Regulations is likely to be ejected from the Stadium. In extreme cases the individual may face the withdrawal of their Season Ticket if applicable, banning from the Stadium and potential prosecution under the Criminal Law (Consolidation) (Scotland) Act, 1995 as amended by the Crime and Disorder Act, 1998 or the Public Order Act, 1986.

2.6. In return the Club will expect all Spectators to refrain from foul and abusive language, taunts or gestures. In addition racist or obscene behaviour of any kind will not be tolerated and any spectator finding an individual breaking these policies should contact the nearest Steward or Club official.

3. LOYALTY AND MEMBERSHIP

Consultation and regular communication with the Supporters Trust, customers, sponsors, suppliers, partners, shareholders, the media and local community remains a priority focus for the Club.

3.1. The Club welcomes open consultation from its customers and welcomes all feedback, comments and suggestions. This can be conveyed to any committee member, sent to the Club in writing to the following address:

Clachnacuddin Football Club
Grant Street Park
Wyvis Place
Inverness
IV3 8DR

3.2. The Club will give due consideration to all feedback, comments and suggestions implementing change where appropriate.

3.3. The Club will communicate regularly with supporters and customers, informing them of new developments, policies, fixtures and price changes, promotions and new product launches. This will be delivered through the Club's social media platforms and through local media with Club and squad information regarding new signings, man of the match photos, statistics and all other related articles of media interest.

3.4. The Club will populate its official social media platforms namely the official Club website clachfc@co.uk Facebook and Twitter accounts with the latest information regarding match fixtures, cancellations, match reports, and all other related information.

3.5. The Club will publicise its position on major policy issues through the official Club web site, clachfc@co.uk Facebook and Twitter accounts and where applicable through media releases.

3.6. In line with the Club constitution Trust Members have the right to call for an extraordinary annual general meeting if they feel the requirement to do so.

4. COMMUNITY ACTIVITY

The Club recognises the role it can play in generating and supporting activity both in the local community and the wider football community.

4.1. The Club supports local charities and worthy causes allowing appropriate match day collections and working with local groups.

4.2. The Club supports local community and schools' events that promote youth football and grass roots football.

4.3. The Club will support visits by charities carrying out events such as cycle runs, ground hopping visits, and other events of this nature.

4.4. The Club will support pre-arranged Stadium Tours to all interested parties and groups, especially school children.

4.5. Whenever possible and appropriate the Club will promote initiatives such as anti-racism, antidrug and crime and also support health and wellbeing. The Club supports the aims of leading initiatives such as 'Show Racism the Red Card' to tackle problems of racism in the game and has its own policy against racism.

4.6. The Club continues to support community events through visits and appearances of the football players and management where possible.

4.7. Each season the Club will provide free entry to home games for registered Clachnacuddin Youth Development and Under 20 players and coaches.

4.8. For each home game the match sponsor will be invited to provide a match mascot(s). A match mascot(s) may be invited by other means wherever possible if not available from the match sponsor.

5. MERCHANDISE

5.1. The Club will publicise and advertise the dates of new replica kit introductions in advance of the scheduled launch date. Details of this launch date will be available from the Club social media platforms.

5.2. Both home and away replica strip designs will normally have a minimum life span of at least two seasons, unless changes are enforced due to contractual obligations or sponsorship issues.

5.2. The Club will only charge what it believes to be a fair price for the sale of replica kits and other associated merchandising items.

5.3. The Club will make available for purchase all Club merchandising on the official Club social media platforms.

5.4. The Club offers refunds on all merchandise in accordance with its legal obligations.

5.5. The Club will not knowingly buy goods from any supplier or manufacturer who does not comply fully with the labour, safety and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement.

6. STAFF CONDUCT

6.1. The Club is committed to eliminating discrimination. We will not tolerate sexual or racially based harassment or other discriminating behaviour and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

The Club has a separate Anti-Discrimination Policy, document reference CLACH-P-003.

6.2. It is the policy of the Club that there should be equal opportunity for all. This applies to external recruitment, internal appointment, terms of employment, conditions of service and opportunity for training and promotion regardless of sex, marital status, creed, colour, race, age, disability, sexual orientation or ethnic or national origin. The Club is committed to the development and promotion of such equality of opportunity. The policy also applies equally to the treatment of our customers, clients and suppliers.

The Club has a separate Disability Discrimination Policy, document reference CLACH-P004.

7. CUSTOMER SERVICE

All Club officials and personnel are responsible for ensuring that the very highest standards of customer service and customer care are maintained.

7.1. The Club always respect the right of every supporter and customer to be treated with the utmost courtesy and respect by all Club personnel.

The Club has a separate Stewards Code of Conduct document, reference CLACH-D-004.

7.2. The Club strives to provide value for money in all areas.

7.3. The Club aims to respond promptly to any contact from a customer.

7.4. To avoid confusion the Club would prefer that all requests/complaints/comments or suggestions, are made in writing by letter. We will endeavour to provide a full response within 14 days.

7.5. In the event that you feel your complaint has not been dealt with promptly or satisfactorily by the Club Secretary, you have the further right to progress directly through the Club Chairman, who has overall responsibility for the Customer Charter.

All correspondence should be addressed to the Club Secretary at: -
Clachnacuddin Football Club
Grant Street Park
Wyvis Place
Inverness
IV3 8DR

Document Reviewed: 19th August 2024, Chris Stewart, Chairman