

Portsmouth Football Club Customer Charter 2023/24

This charter is a revised edition for the coming season in relation to the Football Task Force recommendations of 1998. It represents the club's policy in regard to the standards the general public can expect when dealing with all aspects and departments of Portsmouth Football Club. It is displayed at prominent areas of the club and also appears on the official club website.

Complaints Policy

Portsmouth Football Club seek to give its supporters the highest standard of service possible in all areas. The club will do its utmost to resolve any dissatisfaction through departmental heads or by staff addressing any complaints, grievances or concerns raised.

We recognise that all supporters and customers, as well as our colleagues, should be respected and treated with courtesy when at Portsmouth Football Club or any of our other venues.

In the first instance, a complaint should always be made by phone, email or letter to the relevant head of department. All departmental contacts' names, email addresses and telephone numbers are listed below. Alternatively, you can email info@pompeyfc.co.uk with the complaint passed on.

All of the club's staff are committed to acknowledging customer complaints/suggestions/enquiries within three working days of receipt. Should the supporter or customer not receive the minimum of an acknowledgement within this timeframe, they should contact Johnny Moore (supporter liaison officer) at johnnymoore@pompeyfc.co.uk

If after 10 working days the complaint is not resolved to their satisfaction, it will be picked up by Johnny Moore who will, if necessary, refer it on to the club's chief executive Andrew Cullen (andrewcullen@pompeyfc.co.uk) for final arbitration. This arbitration will be delivered to the complainant by letter, phone or a meeting.

Should a complaint be made by phone then the complainant will be asked to either email or write to the club so that it can be logged. Complaints made through social media may not be dealt with or addressed.

The club has closely reviewed its customer complaint procedure and the standards we attain will be closely monitored throughout the season and logged for accuracy, reliability, and effectiveness.

Please refer to the 'Discrimination Reporting Procedure' for details on how to report incidents of inappropriate or unacceptable behaviour during or after a matchday.

Independent Football Ombudsman

Should any fan not be completely satisfied with the way their complaint or request has been dealt with, their first point of contact is the Independent Football Ombudsman.

Post: Independent Football Ombudsman, Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD

Phone: 0330 165 4223

Email: contact@theifo.co.uk

Website: www.theifo.co.uk

Supporter Consultation and Information

The club has 23 recognised official supporter clubs, located both at home and abroad and maintains an excellent relationship with them, while a supporter liaison officer has been employed at the club for 25 years.

Club officials and players attend supporter club meetings throughout the season. For the 2022/23 season Tom Lowery, Marlon Pack, Joe Piggott, head coach John Mousinho and sporting director Richard Hughes all attended separate meetings at the Chichester Supporters' Club.

The management duo also met with the Central Branch Supporters' Club at Fratton Park along, while Colby Bishop, Ryley Towler, Matt Macey, and Sean Raggett attended meetings held throughout the year.

A selection of players and the management team attended the London Supporters' Club birthday party following the home game with Shrewsbury in October, along with Andrew Cullen.

The chief executive also met the Northern Blues at the team hotel prior to the away fixture at Bolton during January and attended the four bi-monthly meetings with the Tony Goodall Fans' Conference that took place, with chief operating officer Tony Brown and director of sales Mark Judges also present at some.

The Tony Goodall Fans' Conference is made up of heads of our supporter clubs as an umbrella organisation. When John Mousinho was appointed head coach in January, he attended a meeting with them the very next morning prior to his first home game, alongside Richard Hughes.

Along with members of the Pompey Supporters' Trust and Heritage & Advisory Board, members of the conference also held an meeting with the owners in May, attended by Michael Eisner, Breck Eisner and Andy Redman, via Zoom in America, and Eric Eisner in person.

Andrew Cullen has continued to update the wider fanbase with video interviews on the club website and his regular programme notes, which are also displayed on the website.

The club also has regular dialogue with our disabled supporters through a series of coffee mornings held by the Portsmouth Disabled Supporters' Association and there is disabled fan representation in the Fans' Conference.

In addition to all this, BBC Radio Solent host a fans' forum at the beginning of each season, which the chief executive, head coach and member of the playing squad are all present for. This is in addition to regular interviews with the Portsmouth News and local radio stations.

Last season, a sub-group of supporters was formed to work with the club on improving the matchday experience. Also, two sub-groups were set up for those affected by ongoing renovations to the ground to smooth the transition and disruption as much as possible and give these groups a voice throughout the process.

The club also convened two working parties to explore improvements to the club's away ticketing policy, attended by the CEO, Mark Judges and representatives from the ticket office. The club also held a separate meeting, attended by the CEO and head of safety and stadium operations Marie Stedman, to discuss supporter conduct following a series of reports on the matter at different matches from match officials and The FA.

For the 2023/24 season, the club will use the same framework and strive to excel in our dealings with supporters to further satisfy EFL Regulation 128.

Contact

Supporter Liaison Officer: Johnny Moore

Phone: 07795 414 830

Email: johnnymoore@pompeyfc.co.uk

English Football League (EFL) Customer Service

The EFL has its own customer services department.

Post: Supporter Services, EFL House, 10-12 West Cliff, Preston, PR1 8HU

Phone: 0844 335 0183

Fax: 0844 826 5188

Email: enquiries@efl.com

Media

Portsmouth Football Club are consistently striving to build upon what is already a strong working relationship with both the local and national media.

Official statements from the club are released via the club's website and social media channels, with local and national media also informed.

Press conferences are typically held on a Thursday afternoon prior to a weekend match or on a Monday afternoon prior to a midweek match.

The club will only accredit members of the media for matches at Fratton Park who have applied through the i-PBS DataCo system.

Contact

Media Manager: Neil Weld

Email: neilweld@pompeyfc.co.uk

Phone: 07789 207927

Email: neilweld@pompeyfc.co.uk

Tickets and Accessibility

Portsmouth Football Club will continue to strive to provide a quality, value for money operation, accessible to as many as circumstances allow.

The policy for home and away match ticket sales is as follows:

1. Season ticket holders are given first priority with regard to the purchase of tickets for league and cup matches. Depending on the demand and allocation for an away fixture, priority is given to season ticket holders with the most amount of loyalty points on their account. Loyalty points are earned by holding season ticket/member status and by attending home and away men's first team league and cup fixtures. Loyalty points may be awarded from time to time for other fixtures/events.
2. Subject to availability, any remaining tickets will go on general sale.
3. The club reserves the right to determine the number of tickets given to one individual, depending on the number available or the attractiveness of the fixture.
4. Up-to-date ticket information is published in our matchday programme, on our official website and through the local media.
5. Portsmouth Football Club offer discounted prices for juniors and provide allocated family areas in the stadium. Adults and seniors sitting in this part of the stadium must be accompanied by a child under the age of 18. Tickets will not be sold to unaccompanied children (aged 13 or under) in any part of Fratton Park.
6. The club accepts no responsibility for financial loss for games that are rescheduled (eg, for television coverage or postponements) after supporters have made travel plans and incurred costs.

7. The club provide our disabled supporters with facilities for home matches (subject to availability).
8. The club have regular consultation meetings with the Pompey Disabled Supporters' Association and are in the process of upgrading and extending disabled facilities.
9. The club will continue to make the appropriate number of tickets available to away fans for league games in accordance with the EFL rule that states: "Each club must make provision for at least 2,000 visiting supporters at every home match or such number as represented 10 per cent of the club's certified capacity, if less than 2,000." The club will also continue to make the appropriate number of tickets available to away supporters in cup matches, as deemed by the competition's regulations.
10. Portsmouth Football Club will charge the same price to visiting supporters as home supporters for comparable areas, with the exception of any price promotions as permitted under EFL or FA regulations.

The matchday incident reporting line (text only): 07500 77 88 44

Abandoned Match Policy

Portsmouth Football Club has in place the following policy in regard to abandoned home matches:

1. If a fixture is postponed before the match has kicked-off, valid ticket holders and any spectators who have already entered the ground will be offered a refund or use of their ticket to the rearranged game.
2. If the fixture has been in progress for fewer than 60 minutes, a replacement ticket will be offered to all spectators.
3. If a fixture is abandoned after 60 or more minutes of play, then no such arrangement will apply.

In all instances, ticket holders will be advised over the PA system to retain their tickets as proof of their admission to the game.

All details of the rearranged fixture, including details of how to claim new tickets, will be displayed on the club's official website and social media channels, and be relayed to the local media. Information for visiting fans will be forwarded to the visiting club.

The methods for buying tickets or contacting the ticket office are as follows:

Phone: 0345 646 1898 (option one)

Post: Portsmouth FC Ticket Office, Anson Road, Fratton Park, Portsmouth, Hampshire, PO4 8TB.

Email: tickets@pompeyfc.co.uk

Website: <https://www.eticketing.co.uk/pompeyfc/>

Ticket Office opening hours

Monday-Friday: 9am-5:30pm (phone lines close at 5.15pm).

Saturday home games: 9am-6pm (phone lines open 9am-12pm)

Evening home games: 9am-7.45pm

Sunday (non-matchdays): Closed

Contact

Ticket Sales and Supporter Experience Manager: Sian Ellis

Phone: 0345 646 1898

Email: sianellis@pompeyfc.co.uk

Pompey in the Community

Pompey in the Community (PitC) is the charitable arm of Portsmouth Football Club. During the Covid pandemic, PitC stepped up and, working with other local community organisations, became the main food delivery organisation for the city. The work they did was recognised with PitC being awarded

the Freedom of the City of Portsmouth, becoming the first charity to be honoured in this way.

The club is the heartbeat of the city, so PitC's work is vital. Many clubs talk of being 'community clubs' but this is truly the case with Pompey, who offer an innovative range of coaching, inclusion, health and disability programmes.

PitC recognise that through the power of football – and more specifically Pompey – they can really impact the lives of local people. Their ethos is to use the motivational power of Pompey to promote education, healthy living, sporting participation and achievement among people of all ages.

Pompey's inclusion projects enable, promote and encourage the social, emotional and physical development of children and young people, primarily aged 8-19. The provision of opportunities, combined with a comprehensive programme of support, promotes young people's positive contribution to the local community.

Pompey are widely recognised as having innovative and imaginative programmes that make a real impact and over the coming years, the plan is for many more initiatives to work with the community in new and exciting ways. A wide range of sports-related projects and educational programmes are delivered throughout the region – meeting and exceeding the standards usually expected of a professional football club.

During the season, PitC will be working with partner organisations to design and deliver projects that offer opportunities for all, targeting those who feel alienated from mainstream provision by ensuring they develop accessible and affordable projects, while ensuring every opportunity is open to all regardless of background.

PitC have an exciting season ahead, as they continue to develop the John Jenkins Stadium. Located in the middle of the city on the current Moneyfields FC site, the facility will comprise of two full-size 3G pitches, a five-a-side pitch, boxing gym, studio and classrooms, as well as a community café and bar.

The chief executive of Pompey in the Community, Clare Martin, was awarded an MBE in June 2022 for services to the community in the Queen's Birthday Honours list.

Contact

CEO: Clare Martin MBE

Phone: (023) 9277 6822

Email: clare.martin@pompeyitc.org.uk

Portsmouth FC Charity Policy

Portsmouth FC are committed to helping local charities wherever possible. However, the club receive thousands of requests each season, from both local and national organisations, and there are limits to how we can assist.

Requests to get items signed for charities/good causes will be considered on a case-by-case basis, with four signed shirts or balls donated to local charities on a monthly basis throughout the season. Due to existing charity commitments, no match tickets will be donated to outside parties when requested as a raffle/auction prize.

The club reserve the right to check an organisation is a bona fide charity or fundraising organisation and refuse any request if it is not satisfied after any checks are made. The club prioritise local charities or requests from organisations connected with the club (eg, regional and international

supporter clubs).

Charity requests should be made to johnnymoore@pompeyfc.co.uk All bucket collections on a matchday are dealt with by Pompey in the Community and requests should be directed to clare.martin@pompeyitc.org.uk or info@pompeyitc.org.uk

Portsmouth FC Player Appearance Policy

The club are committed to providing players to make personal appearances whenever and wherever possible. Due to the significant number of requests the club receives each season, our policy on player appearances is as follows:

1. The club prioritise requests for player appearances from its club partners, regional supporter clubs and for its own community schemes.
2. Outside organisations requesting a player appearance should contact the club with full details of the date, time, location and purpose of the appearance, with a notice period of at least four weeks.
3. Subject to availability, the club will endeavour to allocate a player and will inform the organisation in good time of the player allocated or, in the event of no player being available, an acknowledgement the club is unable to help on this particular occasion.
4. Once an appearance has been confirmed, any requested changes in timings, requirements or location must be made within 48 hours of that confirmation. Due to work schedules, the club cannot guarantee the player/staff member will still be able to attend after late timing changes.
5. We strive to ensure that players are present at the requested time, save for unforeseen circumstances, but should events start later than requested, there is no guarantee that the player will be able to stay to fulfil the purpose of the visit.
6. It is not possible to arrange player appearances during the players' training sessions or the day before, and of, a match during the season. Wednesdays and Sundays are usually a day off for players and therefore also unavailable. Players and staff will also be unavailable throughout May and June due to this being close season.
7. All requests should be put in writing, with date, timings, and address to ashleighemberson@pompeyfc.co.uk

Matchday Hospitality and Events

Here at Fratton Park, we have a variety of welcoming lounges for you to enjoy matchday hospitality or a non-matchday event in style. Whether you are celebrating a birthday, special occasion or would like to sponsor the match, we have just the package for you!

We have a dedicated and professional team who will cater for all your hospitality, conferencing and event enquires. Our catering team at Piglets Pantry provide the highest quality service at competitive prices throughout the stadium, be it for matchday or non-matchday events.

The club regularly monitor feedback from our clients to enable us to be extremely competitive and offer the most unique experience within the region.

Contact – Matchday Hospitality

Hospitality & Events Coordination Manager: Kayleigh Young

Email: kayleighyoung@pompeyfc.co.uk

Website: [Matchday Hospitality and Sponsorship - Portsmouth \(portsmouthfc.co.uk\)](http://portsmouthfc.co.uk)

Contact – Non-Matchday Enquiries

Email: piglets@pompeyfc.co.uk

Website: [Conferencing & Events at Fratton Park - Portsmouth \(portsmouthfc.co.uk\)](http://portsmouthfc.co.uk)

Staff Conduct

All staff are made fully aware of their responsibilities to uphold the good name of Portsmouth Football Club, both in their general conduct and dealings with the general public. Matchday staff are also fully trained and briefed with their responsibility to provide a safe and pleasant environment for spectators when they visit the club.

Portsmouth Football Club are fully committed to equal opportunities for all individuals and are also committed to our policy of Equality, Diversity and Inclusion in dealings with all individuals and to uphold their rights.

Portsmouth FC Equality, Diversity & Inclusion Commitment

Portsmouth FC Equal Opportunities Procedure

Portsmouth Football Club believe that football belongs to, and should be enjoyed by, anyone who wants to participate in it. Therefore, we are committed to providing the best experience for our colleagues, supporters and wider public. Being part of a wider community is very important to us and to that end, the club are passionate about promotion equality, diversity and inclusion.

We believe that everyone is entitled to respect and dignity, and should be able to enjoy football and related activities without a fear of unlawful discrimination, harassment and bullying.

Portsmouth Football Club are committed to building an environment where we all are treated fairly. We promote respect and believe that making the most of our differences is the key to the success of our business. We ensure that we treat people the right way and that we provide access and opportunities for all members of the community to take part in, and enjoy, our activities.

As a business we aim to be as representative of as many sections of society as possible and for each colleague to feel respected and able to give their best every day. In providing services and facilities, we are committed to the avoidance of unlawful discrimination, not only of our colleagues, but also of our supporters and the wider public.

Portsmouth Football Club have developed policies and procedure which are fully supported by our senior leadership team and the board of directors. The club have appointed a head of people and EDI, senior safeguarding manager and a disabled supporter liaison officer, who support these important areas of the club activity.

Portsmouth Football Club also recognise their responsibility to take a robust approach to modern slavery and human trafficking, and our organisation is absolutely committed to preventing slavery and human trafficking in our corporate activities, and to ensuring that our supply chains are free from slavery and human trafficking.

The content of this statement applies equally to the treatment of our colleagues, customers, supporters, clients, partners and suppliers, and is fully supported by the senior management team and the board of directors.

Equality, diversity and inclusion procedures and equal opportunity procedures are available on request from the head of people and EDI or the HR department (hr@pompeyfc.co.uk)

Contact

Head of People and EDI: Lina Small

Email: linasmall@pompeyfc.co.uk

Complaints and Compliance

Portsmouth Football Club regard all forms of discriminatory behaviour as unacceptable and aim to ensure that everyone who is taking part in our activities feels confident and comfortable to raise any grievances or complaints relating to such behaviour. Appropriate disciplinary action will be taken against

any colleague, customer, supporter or fan, client, partner or supplier who is found, after a full investigation, to have violated our Equality, Diversity and Inclusion Procedure.

Please refer to the 'Discrimination Reporting Procedure' for details on how to report incidents of inappropriate or unacceptable behaviour during or after a matchday.

Safeguarding at Portsmouth FC

Portsmouth Football Club are committed to promoting the welfare of all children, young people and adults at risk and ensuring the safety and wellbeing of all staff. We acknowledge that every child, young person or adult at risk who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

Portsmouth Football Club recognise that this is the responsibility of every adult involved in our club. Safeguarding applies to all aspects of our work and to everyone working within our organisation and any other person connected with the club in any capacity

Safeguarding is everyone's responsibility. If you are worried about a child, young person or adult at risk, it is important that you report these concerns. No action is not an option. Our Safeguarding Children and Adults at Risk Policies are available to view on our website and upon request.

Contact

Senior Safeguarding Manager: Emma Smith

Phone: 07824 415959

Email: emmasmith@pompeyfc.co.uk or safeguarding@pompeyfc.co.uk

Discrimination Reporting Procedure

Portsmouth Football Club are committed to providing equality of opportunities and anti-discrimination practices 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 experience or witness 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, 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 third part 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 our matchday text/WhatsApp line (07500 778844) or you can make a report in person to a matchday steward or 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)

Texts are received directly in the match safety control room and the appropriate action will be taken.

Non-matchday Reporting

If you would like to report an incident after a matchday, please email info@pompeyfc.co.uk or report it via the 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, including the date and to whom it was made (if applicable)
- 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 any membership of any person found to have broken the club's policies or code of conduct

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 use 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 by various means, including the matchday programme, posters around the stadium, on the big screen and through the stadium's public address system.

The club have 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.

Supporter Code of Conduct, including Licenced Standing Areas

Respect for fellow supporters: Supporters are expected to treat other fans with respect, including refraining from any form of harassment, discrimination, or violence. This includes respecting personal space and refraining from abusive language or gestures.

Compliance with stadium regulations: Fans should follow all stadium rules and regulations, including those related to standing and seating arrangements. Any instructions from stewards or security personnel should be followed promptly.

Responsible alcohol consumption: Supporters should consume alcohol responsibly and be aware of the potential impact it can have on their behaviour. Excessive drinking or intoxication that leads to

disruptive or aggressive behaviour is not tolerated.

Non-disruptive behaviour: Fans are encouraged to create an enjoyable atmosphere without causing disturbances that might affect the safety or experience of others. This includes refraining from throwing objects onto the pitch or into the crowd, using pyrotechnics, or engaging in any form of anti-social behaviour.

Cooperation with stadium staff: Supporters should cooperate with stadium staff, stewards, and security personnel at all times. This includes following their instructions, providing assistance when necessary, and reporting any concerns or issues to the appropriate authorities, such as stadium staff, security personnel, or the club's designated channels for reporting such incidents.

Prohibition of offensive language or gestures: The use of offensive, racist, sexist, or discriminatory language or gestures is strictly prohibited. Fans should promote a positive and inclusive environment for everyone attending the match.

Safe standing guidelines: Portsmouth Football Club has designated safe standing area. Fans should adhere to the guidelines provided by the club or stadium management. This may include standing within designated areas, not overcrowding and following safety instructions related to barriers or railings.

Reporting incidents: Supporters should report any incidents of misconduct, violence, or unsafe conditions to the appropriate authorities, such as stadium staff, security personnel, or the club's designated channels for reporting such incidents.

Display of team loyalty: While passionate support for the team is encouraged, fans should express their loyalty in a manner that is respectful to opposing teams and their supporters. Engaging in excessive provocation or antagonism towards the opposition is not acceptable.

Consequences of non-compliance: The code of conduct may outline the potential consequences for fans who do not adhere to the guidelines, such as warnings, ejections, bans from the stadium, or legal action, depending on the severity of the offence.

Portsmouth FC Banning Policy

Misconduct: Portsmouth Football clubs may ban individuals who engage in misconduct during matches or events. This can include actions such as violence, racial, misogynistic or homophobic abuse, excessive swearing, or any behaviour that disrupts the event or violates the club's code of conduct.

Stadium offences: Individuals who commit offences within the stadium, such as vandalism, theft, or drug-related activities, may be subject to a ban. These actions not only breach the club's policies but also potentially break the law.

Pitch invasion: Unlawful entry onto the playing field during a match is a serious offence and can result in immediate banning. Pitch invasions pose risks to the safety of players, officials and spectators, and clubs take such incidents very seriously.

Violence: If individuals engage in violence or participate in organised hooliganism, football clubs can ban them from attending matches. This includes involvement in clashes with rival fans, riots or any activity that endangers public safety.

Persistent misconduct: If an individual repeatedly engages in misconduct or breaches the club's policies, they may face a ban as a disciplinary measure. This can apply to situations both within and outside the stadium.

Legal violations: If an individual is involved in criminal activities related to football events, such as

ticket touting, fraud or other offences, they may be banned from the club's premises.

Trespassing: Unauthorised entry into restricted areas of the stadium or any attempt to gain access without a valid ticket or permission can lead to banning.

The duration of a club ban can vary depending on the severity of the offence. Bans can be temporary, ranging from a few matches to several years, or permanent, effectively barring the individual from attending any future events.

Football Banning Orders

A Football Banning Order (FBO) is a legal measure that can be imposed on individuals convicted of football-related offences in the United Kingdom. It is designed to prevent disorder at football matches, both domestically and internationally.

When someone receives a Football Banning Order, they are prohibited from attending any football matches, whether in stadiums or elsewhere, for a specified duration.

In addition to attending matches, individuals subject to a Football Banning Order may also be restricted from entering certain areas around football stadiums on match days. This restriction aims to prevent potential clashes or disturbances between rival supporters.

To impose a Football Banning Order, the police or the Crown Prosecution Service must apply to a court. The court will then consider the evidence and decide whether to grant the order.

Breaching a Football Banning Order is a criminal offence and can lead to imprisonment, a fine, or both. The individual may also be required to surrender their passport to prevent travel to international football events.

Portsmouth Football Club does not want to ban any supporter, but on occasions we would be left with no option other to impose a sanction. The sanctions imposed could be attending a restorative justice programme, committing to an Acceptable Behaviour Contract (ABC), a club ban or all of the above. In the event of a criminal investigation, the club reserve the right to ban any individual(s) until the police investigation is concluded.

Appeal Process for Supporters Issued With Club Bans

Review club rules and regulations: Familiarise yourself with the club's ground regulations, code of conduct and values, and any other governing documents that outline the rules and regulations of the club. Understand the specific grounds for banning. The club ban will remain in situ during the appeal process.

Gather evidence: Collect any evidence or documentation that supports your case for appealing the ban. This could include witness statements, relevant correspondence or any other material that helps demonstrate your position.

Contact the club: The club's disciplinary committee consists of members of its senior leadership team and supporter liaison officer Johnny Moore. You should inform them of your intent to appeal by emailing mariestedman@pompeyfc.co.uk and follow the instructions on the official process for submitting an appeal.

Write an appeal letter/email: Prepare a formal appeal letter/email addressing the reasons why you believe the ban should be overturned. Clearly and concisely present your arguments, referencing any relevant rules or policies, and attach supporting evidence. Be respectful and professional in your tone. Contact mariestedman@pompeyfc.co.uk

Submit the appeal: Submit your appeal letter and supporting documents to mariestedman@pompeyfc.co.uk within the specified timeframe. Make sure to follow any guidelines

provided regarding submission methods (social media will not be recognised as a submission method) and ensure that you keep copies for your records.

Await response and follow-up: Allow the club authorities sufficient time to review your appeal. They may schedule a hearing where you can present your case in person or request additional information from you. Stay in contact with the club throughout the process to ensure that you are informed of any updates or requirements.

Abide by decisions: Once a decision has been reached, whether it is in your favour or not, respect and abide by the club's ruling. If the ban is overturned, you can resume club activities as permitted. If the ban is upheld, please respect the decision.

Merchandise

All official kit and merchandise is managed by and under contract to the Just Sport Group. You can contact them at hello@justsportgroup.com or by writing to: Unit 1-2 Enterprise City, Meadowfield Way, Spennymoor, Country Durham, DL16 6JF. More information about Just Sport Group can be found at <http://www.justsport-group/>