

8.16.1 Customer Charter

Men's Football

Introduction

Glasgow University Men's Football Club (GUAFC) is a member of the Caledonian Amateur League and a member of the Scottish Football Association. We are a student-led club, welcoming students and staff of the University of Glasgow as members and are affiliated to and supported by Glasgow University Sports Association (GUSA) and the University of Glasgow Sport & Recreation Service (SRS). GUAFC fields teams in various leagues and competitions, including those organised by British Universities and College Sport (BUCS) and Scottish Student Sport (SSS).

GUAFC recognise the commitment we owe to supporters, partner organisations and affiliated bodies and the policies below lay out the Club's continuing commitment to these groups and also to the wider community. This charter is designed to improve standards of customer relations between Glasgow University Men's Football Club and its supporters.

Supporter and Customer Charter

GUAFC ("The Club") is committed to delivering the highest standards of service to all its supporters and customers.

The Club recognises the special bond between the Club and its supporters, particularly where they are an existing student or alumnus of the University of Glasgow. The Club will make every effort to ensure that its policies and practices are open, accessible and effectively communicated to its supporters.

The Club will review its Customer Charter annually, making changes in accordance with the recommendations put forward from various groups and from guidance received from relevant governing bodies or groups. The Club reserves the right to make amendments at short notice to this policy, with all changes being notified in advance via the SRS website (www.glasgow.ac.uk/sport)

Key Issues Contained in this Charter

1. Accessibility
2. Matchday
3. Consultation and Information
4. Community Activity
5. Staff and Volunteer Conduct
6. Customer Service

Accessibility

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

Concessions are available for persons over 60 years of age; junior supporters under 16 years of age; and students with a valid matriculation card. Children under 12 years of age are admitted free of charge as long as they are accompanied by a responsible adult. The Club may on occasions request proof of eligibility.

The Club will provide free access for supporters with registered disabilities. Supporters with registered disabilities may apply for a free season ticket if they so wish.

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 re-arranged 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.

The club will set admission prices for all matches throughout a season. The Club however reserves the right to review admission charges and amend at short notice if necessary. If this happens supporters will be kept fully informed via the SRS website (www.glasgow.ac.uk/sport).

Setting of admission prices for Cup Ties is subject to the approval of the Scottish Football Association, Cup Sponsor and/or the 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.

Tickets will only be sold in advance for games for which a crowd of over 500 is anticipated. Season Ticket holders will have the first opportunity to buy such tickets before they are made available for the general public. Consultation will take place with the Away club to agree the ticket allocation.

Matchday

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

Home matches will be played at the Excelsior Stadium, Airdrie.

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.

Excelsior Stadium and GUAFC will provide an appropriate number of Stewards for all home games. These Stewards will be identifiable as they will wear high visibility jackets.

The Excelsior Stadium is responsible for the implementation of the Spectator Safety Policy, Health and Safety Policy, Stadium Regulations, Contingency Plan and Stewards Code of Practice. These documents will be used to ensure spectator safety is of the highest quality possible during match days.

Any individual who is found to be in breach of the Ground Regulations are likely to be ejected from the Stadium. In extreme cases the individual may face a ban 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.

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.

Consultation and Information

Regular two-way communication with supporters, customers, suppliers, partners, the media and the local community is a priority focus for GUAFC.

The Club welcomes open consultation from its customers and welcomes all feedback, comments and suggestions. This can be emailed to the following address: secretary-mensfootball@gusa.glasgow.ac.uk The Club will give due consideration to all feedback, comments and suggestions implementing change(s) where appropriate.

The Club will communicate regularly with supporters and customers, informing them of new developments, policies, fixtures and price changes. This will be done primarily through the Club web site.

The Club will establish and maintain effective partnerships with all sectors of the media and will regularly provide local and student newspapers with Club and squad information.

The Club will maintain its web site with the latest information regarding match fixtures, cancellations, match reports, and all other related information.

The Club will publicise its position on major policy issues through the official Club web site, and where applicable through press releases.

In line with the Club Constitution, committee members will be elected by the Club members at Annual General Meetings.

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

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.

Where possible the Club will support local community and schools events that promote youth football and grass roots football.

Whenever possible and appropriate the Club will promote issues such as anti-racism, drug and crime. The Club supports the aims of leading initiatives such as 'Show Racism the Red Card' to tackle problems of racism in the game.

Staff Conduct

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.

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.

Customer Service

All GUAFC committee members and personnel are responsible for ensuring that the very highest standards of customer service and customer care are maintained.

The Club respect the right of every supporter and customer to be treated with the utmost courtesy and respect at all times by all Club personnel

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

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

To avoid confusion, Glasgow University Men's Football Club would prefer that all requests/complaints/comments or suggestions, are made by email. We will endeavour to provide a full response within 14 days.

In the first instance all correspondence should be addressed to the Club Secretary.

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 President, who has overall responsibility for the Customer Charter.

All correspondence should be addressed to the following:

secretary-mensfootball@gusa.glasgow.ac.uk