

Port Vale Football Club



Customer Charter

MISSION STATEMENT

Port Vale Football Club Limited "the Club" will strive to always provide the best standards of services and products to its supporters in relation to all its activities.

Customer Service

The Club encourages all staff to act in a kind, courteous, friendly, and helpful manner to all its customers (supporters).

The club will respond to any contact from customers by telephone, email, or letter within 14 days. If we feel unable to satisfy any matter raised within 14 days an acknowledgement will be sent indicating the time scale that we anticipate resolving the issue.

The main point of contact for the Club is the Chief Executive Officer Colin Garlick who can be contacted as follows:

In writing: Port Vale FC Ltd, Vale Park, Hamil Road, Stoke on Trent ST6 1AW

By telephone: 01782 655814

E-Mail: enquiries@port-vale.co.uk

To help supporters complain if they have been the victim of abuse or have witnessed an incident of discrimination or harassment, Port Vale FC a designated reporting email address report@port-vale.co.uk

Should you feel the necessity to report the incident to Kick It Out rather than the Club, supporters should ring freephone number (0800 164 9414)

All complaints received by Kick It Out will be recorded and details of the incident forwarded to Port Vale FC and the Football Association, with the complainants' anonymity guaranteed if requested.

Port Vale FC ensures that all complaints are dealt with sensitively and appropriately to help supporters feel comfortable with the process and are confident that the club is taking any issues seriously.

Should any Customer (Supporter) not be satisfied with any part of the Club's Complaints Procedure, they have the right to direct the matter to the Independent Football Ombudsman (IFO) in line with the IFO procedure

How to complain to the IFO

Complaints should be made in writing and may be submitted by post to:
The Independent Football Ombudsman, Suite 33, Great George Street, LEEDS LS1 3AJ
Or by e-mail to: contact@theifo.co.uk
Or via the website: www.theifo.co.uk

You may initially register your concerns by phone and may wish to leave a message on the IFO Voicemail **0800 588 4066**

You should submit a summary of your complaint, to include details of your concerns and your desired outcome. This should be supported by any documentary evidence available, including correspondence to and from the provider. This may be submitted either in hard copy or electronically. You may communicate with the IFO and the provider online if you wish. You will be given sufficient time to submit full documentation for the IFO to consider a complete case file.

Staff Conduct

As a professional football club and a member of The Football Association and as a member of The English Football League the club is committed to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion, or disability.

The Club is an equal opportunities employer. We are committed to equal opportunity within our own organisation and will endeavour to encourage similar commitment from others within the game.

Equality at the Club means that in none of our activities will we discriminate against any person on the grounds of age, sex, sexual orientation, gender reassignment, race, marital status, nationality, ethnic origin, colour, religion or belief, ability, or disability and this includes:

- The advertisement of Employment
- The selection of candidates for employment or promotion.
 - Employment location or working environment
 - Pay and employment terms and conditions.
 - Internal training and development opportunities
 - Football development schemes
 - External education activities and qualifications

The Club will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with the appropriate disciplinary action.

The Club supports the Football Association, The English Football League, The Professional Footballers Association and The League Managers Association in their commitment to develop programmes of ongoing training and awareness raising events and activities to promote the eradication of discrimination.

The Club currently supports:
KICK IT OUT
SHOW RACISM THE RED CARD
LEVEL PLAYING FIELD
THE FOOTBALL SUPPORTERS' FEDERATION
THE FA INITIATIVE for DIVERSITY, EQUALITY & INCLUSION

Consultation and Information

The Club will communicate with supporters on a regular basis through various communication methods i.e., E-Mail, Website, Club Programme, Newsletters, Social Media and Forums

The Club will publicise its position on major policy issues in the Club Programme and on the Club Website.

The Club will ensure a Senior Official will meet with democratically elected representatives of the Port Vale Supporters' Club on at least two occasions during the season.

The Club will give the earliest possible notice of any changes to its ticketing policy and will give its reasons for those changes.

Where possible and appropriate the Club will seek consultation and discussions with its Supporter group.

Ticketing

The Club will continue to strive for wider access to matches by offering a broad and innovative range of ticket prices and promotions.

Concessionary prices are available to junior supporters, young persons, and senior citizens. Senior citizens rates are available to both men and women from the age of 62.

The Club urges all supporters who are looking to claim a concessionary price to bring PHOTOGRAPHIC ID, which includes their date of birth with them to confirm that they are entitled to claim the concession.

The Club will provide support for disabled supporters and their helpers. Luke Cassidy Disabled Liaison Officer is available on 01782 655800, or by email at luke.cassidy@port-vale.co.uk to assist disabled supporters with any questions.

For ticketing and car park enquiries please contact the ticket office on 01782 655821 or ticketoffice@port-vale.co.uk

The Club has a separate disabled policy, which is available on the Club's website at www.port-vale.co.uk or a copy can be obtained from the Club's general office.

When there is a restriction on tickets, season ticket holders will be given priority to purchase.

Tickets for all cup competitions will be fixed once the opponents are known and published on the Club's website. All prices to be agreed with the opposing team and these will be done on a match-by-match basis taking into account the status of the competition, the opponents and the rules relating to the competition.

The Club has a separate Admissions policy which is available on the Club's website or by contacting the Club's general office.

Accommodating Away Supporters

The Club abides by the English Football League Regulations governing the allocation of tickets to visiting clubs.

The Club does not charge admission prices to supporters from a visiting club which are higher than those charged to our own supporters for comparable accommodation. Our concessionary rates which are offered to our own junior supporters, young persons and senior citizens apply to supporters of the visiting team.

The Club strongly recommends that all visiting supporters who wish to claim a concessionary price to purchase their ticket from the ticket office before going to the turnstile. PHOTOGRAPHIC ID, which **includes the date of birth, will be required to purchase concessionary tickets.**

Abandoned/Postponed Match Policy

Subject to the rules and regulations of the Football Association and League governing bodies, Port Vale FC will adopt the following policy for refunds for abandoned matches:

Match postponed before supporters admitted to the stadium will result in free admission to the rearranged game on production of complete valid ticket or a full refund.

Match postponed after spectators admitted to the stadium but before kick-off will result in free admission to the rearranged game on production the original counterfoil being exchanged at the ticket office or a full refund.

If a match is abandoned after kick-off and during the first half the club will issue a voucher entitling the spectators to half price admission to the re-arranged match.

If a match is abandoned after the completion of the first half the club reserves the right not to offer a refund or reduced admission to the re-arranged match.

If a match is postponed or abandoned Supporters should retain their ticket

Merchandise

The Club will make supporters aware when a replica strip is due to be launched by advertising the launch date on the club's website.

The Club will always offer refunds on merchandise in accordance with the standard retail practices and as part of its legal obligations.

Community Activity

The Club believes that it is the "hub of the community" and will continue to work closely with all sections of the local community to promote the club as a family friendly sporting organisation. Through its links via the local education authority, schools and other community organisations the Club seeks to act as a role model in encouraging fun, healthy and active lifestyles.

Safeguarding

The Club's Designated Safeguarding officer is Jon Bloore
Port Vale FC Ltd, Vale Park, Hamil Road, Stoke on Trent ST6 1AW
Telephone: 01782 655800
Email: jon.bloore@port-vale.co.uk

Hospitality

For Hospitality Packages, Executive Boxes, Matchday Dining, Sponsorship and Match Packages, please contact Ritchie Bates who is the Club's Head of Commercial and can be contacted as follows:
Telephone: 01782 655800 E-Mail: ritchie.bates@port-vale.co.uk

Ground Regulations

A copy of the Club's Ground Regulations can be found on the Club's Website: www.port-vale.co.uk <https://www.port-vale.co.uk/match-day/ground-regulations/>
Anyone found to be in breach of the Ground Regulations renders themselves liable to ejection, arrest and prosecution and the possibility of a banning order.

Stadium Parking

Vale Park has a main car park that is used for club staff, players and officials, as well as club guests. Spaces are also reserved for emergency and regulatory purposes, which leaves several spaces, including disabled spaces that are sold on a seasonal basis, match by match. There are alternative car parking spaces on the Hamil Road Car Park, which has designated sections for home and away supporters. Tickets can be purchased in advance on a seasonal basis or paid for in cash on the day. All supporters are asked to respect our neighbours in terms of where they park, noise and not leaving litter.

Data Protection

A copy of the Clubs Data Protection Policy/Privacy Statement can be found on the Clubs Website:

www.port-vale.co.uk

Charity Policy

The Club receives many requests from Charitable Organisations both Regionally and Nationally, in general terms it is impossible to satisfy all requests and therefore the Club has a focus on supporting the English Football Leagues official nominated Charity Partner with a "Little to A Lot" Policy to local charities and those supporting young children.

Work Experience Policy

The Club receives numerous requests in relation to individuals requesting the opportunity to obtain a work experience placement with the Club, unfortunately due to limited resources it is not possible to accommodate such requests.

Dissertation/Questionnaires Requests

The Club receives many requests in relation to information to assist with dissertations and or questionnaires, unfortunately due to the number of requests and our limited resources it is not possible for us to respond to such requests.

Covid 19 Policy

The club will look to comply with Government guidelines and will publish these on the Club's website.

Trial Requests

The Club does hold trials at different times throughout the year, any player wishing to be considered for a trial must in the first instance send their football curriculum vitae to the Club either by post to Port Vale FC Ltd, Vale Park, Hamil Road, Stoke on Trent ST6 1AW

or by email to enquiries@port-vale.co.uk

If upon receipt of a football CV, the Club wishes to offer that person a trial it will contact the individual or their nominated representative.