DEALING WITH UNACCEPTABLE PARENT/CARER OR SPECTATOR BEHAVIOUR POLICY

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INTRODUCTION

The vast majority of parents/carers and spectators to **Prees Junior Football Club** are supportive of the teams, coaches, other members of staff, players, their parents and other spectators, and act in a reasonable way, ensuring that the football club is a safe, positive environment in which children and young people can play and enjoy football. Occasionally however a

negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards members of the football club that is unacceptable and will not be tolerated.

Prees Junior Football Club requires its coaches, volunteers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of the club as appropriate. However, coaches, volunteers and other members of staff have the right to work without fear of harassment, violence, intimidation or abuse.

Prees Junior Football Club expects parents/carers and spectators to always behave in a reasonable way towards all coaches, volunteers and other members of staff. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard **Prees Junior Football Club** expects and will not be tolerated.

The types of behaviour that are unacceptable and will not be tolerated are:
• shouting, either in person or over the telephone;
• using intimidating language or behaviour;
• using threatening language or behaviour;
• using abusive language or behaviour;
• using insulting language or behaviour;
• using aggressive or offensive hand gestures;
• shaking or holding a fist towards another;
• swearing;
• pushing, shoving or jostling;
• hitting, slapping, punching or kicking;
• spitting;
• any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

PERMISSION TO BE AT PREES JUNIOR CLUB FOOTBALL MATCHES/TRAINING
Parents have "implied permission" to be at **Prees Junior Football Club** matches for reasons relating to their child / children's involvement in matches or training. This means that parents are welcome come to the club to watch training and matches, to speak with coaches, volunteers and other members of staff about their children, or for meetings, social events etc. **Prees Junior Football Club** encourages all parents/carers to take an active role in the club and to help provide a safe and positive environment for all.

WITHDRAWAL OF PERMISSION TO ATTEND MATCHES/TRAINING

Prees Junior Football Club has the right to withdraw the "implied permission" for a parent/carer and spectators to attend matches or training if their behaviour has been deemed unacceptable or breaks the Code of Conduct for parents/spectators. The withdrawal of the "implied permission" will be effective as soon as the parent or spectator has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the football club will follow is outlined below.

Where a parent/carer or spectator has had their "implied permission" to attend training and matches withdrawn, **Prees Junior Football Club** will also contact the Shropshire FA welfare and safeguarding team to inform them of the incident/s and the resulting decisions.

In serious cases, **Prees Junior Football Club** will have no hesitation in contacting the police and report any incidents that are considered a criminal offence, these can include:

- Common Assault
- Assault occasioning Actual Bodily Harm
- Grievous Bodily Harm
- Public Order Offences
- Criminal Damage
- Possession of an Offensive Weapon or Bladed Article on Prees Junior Football Club premises

THE PROCEDURE FOR WITHDRAWING IMPLIED PERMISSION

The initial decision to withdraw "implied permission" will be made by the **Prees Junior Football Club** Chairman, or in the Chairman's absence, the Club Secretary.

STAGE 1 - WARNING LETTER FROM THE CHAIRMAN BEFORE IMPLIED PERMISSION WITHDRAWN

Where a parent/carer or spectator has behaved in a way which is unacceptable to **Prees Junior Football Club** for the first time, they are likely to receive a letter warning them that, if the behaviour is repeated, their "implied permission" to be at matches/training will be withdrawn. The Chairman will send a letter to the parent/carer or spectator confirming the warning and the consequences of failing to heed it.

However, where the unacceptable behaviour is more serious and/or amounts to a criminal offence, it is likely that the parent or visitor's "implied permission" will be withdrawn immediately without warning and moved straight to Stage 2.

STAGE 2 – LETTER FROM CHAIRMAN WITHDRAWING IMPLIED PERMISSION
Where a parent or spectator has already received a warning letter under Stage 1 and has behaved in an unacceptable way again, or where a parent/carer or spectator has engaged in serious misconduct and/or conduct amounting to a criminal offence, their "implied permission" attend training or matches will be withdrawn. The Chairman will send a letter to the parent/carer or spectator confirming the withdrawal of their "implied permission" and the consequences of failing to comply.

The prohibition will initially last for **FIVE TRAINING SESSIONS AND FIVE MATCHES** from the date of the letter. The parent/carer or spectator will be invited to provide written comments within **five working days** of the date of the letter, after which the **Prees Junior Football Club** management committee will review the decision (whether or not any written comments have been received) having been provided with all documentation relating to the incident (and any previous incidents), the Chairman's record of the decision and the reasons for it.

STAGE 3 – REVIEW OF CHAIRMAN'S DECISION BY MANAGEMENT COMMITTEE
The **Prees Junior Football Club** management committee will assess the decision to withdraw a parent/carer or spectators "implied permission."
The management committee must consider whether the Chairman's decision, made in the immediate aftermath of the incident, was justified and whether the withdrawal of "implied permission" for a period of five training sessions and five matches is sufficient to serve as a warning and to allow the parent/carer or spectator time to reflect upon their past and future behaviour; or whether in fact the length of "implied permission" withdrawal ought to be altered, either lessening it or increasing it as they see fit.

When the management committee decision has been made, a letter to the parent/carer or spectator will confirm the decision which the parent/carer or spectator will be asked to abide with.

PERMANENT WITHDRAWAL OF ACCESS TO PREES JUNIOR FOOTBALL CLUB
In very serious cases, in instances of repeated failures to adhere to codes of conduct or when "implied permission" withdrawal has not resulted in a positive outcome, it will be necessary to permanently remove any access to parents/carers and spectators access to **Prees Junior Football Club**.

This is inline with the FA Respect Code of Conduct and will result in parent/carers and spectators being required to permanently leave the football club along with any dependents.

We are committed to reviewing our policy and good practice annually. This policy was last reviewed on: 11th September 2019

APPENDIX

LETTER 1 - TEMPLATE LETTER TO PARENT/CARER OR SPECTATOR – WARNING BEFORE IMPOSING BAN

BY RECORDED DELIVERY [INSERT NAME] [INSERT ADDRESS] [INSERT POSTCODE] [INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME]

I have received a report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when I have been informed that you [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON COACHES, PLAYERS OR OTHER PARENTS].

I must inform you that Prees Junior Football Club will not tolerate conduct of this nature on its premises and will act to defend its coaches, members of staff, players and their parents and any other members of the Prees Junior Football Club community.

I am therefore putting you on notice that, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the football clubs's formal procedure to withdraw your permission to be at future training or matches.

If you have any concerns that led to your unacceptable conduct, you should raise these with Prees Junior Football Club in accordance with the club's Complaints Policy, a copy of which is attached for your consideration.

I trust that we will now be able to put this matter firmly behind us.

Yours sincerely

[INSERT NAME]

PREES JUNIOR FOOTBALL CLUB CHAIRMAN

LETTER 2 - TEMPLATE LETTER TO PARENT/CARER OR SPECTATOR - IMPOSING INTERIM BAN ON TRAINING AND MATCHES

BY RECORDED DELIVERY [INSERT NAME] [INSERT ADDRESS] [INSERT POSTCODE] [INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME]

Further to my letter dated [INSERT DATE], I have received further reports about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when it is alleged that you [INSERT SUMMARY OF INCIDENT, INCLUDING COACHES, PLAYERS OR OTHER PARENTS].

I must inform you that Prees Junior Football Club will not tolerate conduct of this nature on its premises and will act to defend it's coaches, members of staff, players and their parents, and other members of the football club's community. I am therefore instructing you that (for a temporary period) you are not to attend training or matches.

The withdrawal of permission for you to attend training and matches takes effect immediately. However, the Prees Junior Football Club management committee will need to decide whether my decision has been justified.

Before the review of my decision takes place, you have the opportunity to provide in writing any comments or observations of your own in relation to the report of your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

To enable the management committee to review my decision at the earliest opportunity, you are asked to send any written comments you wish to make within five working days from the date of this letter, i.e. by [INSERT DATE]. The management committee will still review my decision whether or not any written comments are received from you.

After considering the incident and my decision, the management committee will contact you to let you know of their decision to either:

- Uphold the ban in it's original form
- Reduce the ban
- Increase the ban
- Require any parent/carers and spectators to permanently leave Prees Junior Football Club along with any dependents

If you have any concerns about the football club that have led to your unacceptable conduct, you should raise these in accordance with the football club's Complaints Policy, a copy of which is attached for your consideration.

Yours sincerely

[INSERT NAME]

PREES JUNIOR FOOTBALL CLUB CHAIRMAN