

Club Policy - Customer Charter

February 2019

Newtongrange Star F C

CUSTOMER CHARTER

Statement

Newtongrange Star F C (the Club) are committed to delivering excellent service to all its customers.

The Club's customer base includes, but is not exclusive to, Supporters, Spectators, Visiting Club Players and Officials, Sponsors, Representatives of Football Associations, Local Authorities, Schools, Community Groups and Family Members.

Newtongrange Star F C are proud of the partnerships within the local and wider community and it is a fundamental principle of the Club. to enhance upon existing relationships and foster and develop new relationships for the benefit of both Club members and Customers.

Whilst the President of Club carries the ultimate responsibility for all customer related issues, the Club operates through an elected Committee of Office Bearers who serve in accordance with the rules as set out in the Club's Constitution, with all Office Bearers recognising fully the Club's commitment to deliver excellent customer service in line with Club policies.

The Chairman's contact details are noted at the end of this document, he can be contacted during games or by e-mail at any other time.

Entry to Matches at New Victoria Park

Entry prices to East of Scotland matches are in line with a pricing structure as generally adopted by other member clubs within the Association, e.g. Entry fees for league matches for 2018/2019 are set at £6 for adults and £3 for concessions. Cup Competition

and/or other fixture entry fees will be consistent unless otherwise determined by the governing body administering the competition.

Concessions are defined by those over the age of 60 years or those under the age of 16 years.

Match Day

At all times, Newtongrange Star F C will endeavour to provide a safe environment for all spectators.

- On match day, the Committee responsible for the operation of the match will be recognised by the wearing of club branded hi-vis vests.
- There is provision for food and drink to be purchased by spectators within the ground.
- Gents, Ladies and Disabled Toilets are available within the ground.
- The club expects all supporters and visitors to behave within the ground as per the Supporters Code of Conduct.

Communication and Supporter Engagement

For the purposes of day-to-day communication, the Club will use the following media;

- Club Website, to provide information about the clubs including policies etc.
- Facebook
- Twitter
- Local Press, for match reports.

In the event any customer is unable to access the club through social Media, the club will engage in face-to-face communication for informal queries. In the first instance, these may be directed to any member of the Committee on a match day.

The club welcomes feedback from members and supporters in order to help us improve what we do and how we do it.

The Community

Newtongrange Star F C recognise the important role it has to play in supporting activities in the local community. As part of this support, the Club regularly engages with the local Community Council and Primary School. In addition, the Club is developing relationships with local youth teams to provide a player pathway to promote grassroots football.

Wherever and whenever possible, the Club will support and promote issues with the local council, police and other organisations that can both foster relationships with the community and endeavour to benefit the community as a whole.

Merchandise

The Club offers a limited range of merchandise including; replica kit, hats, mugs.

Staff Conduct

The club expects all of its players and officials to align and adhere to the Code of Conduct applicable to each group and encourages supporters to contact the Club, normally via the club secretary, if they observe a breach of standards. Supporters can expect a speedy response – certainly within seven days unless additional investigation is required.

Supporter and Customer Conduct

The club similarly expects all supporters and customers to align and adhere to the Code of Conduct applicable to their group. Key messages are displayed on the Code of Conduct.

Approved by the Committee

Newtongrange Star F C

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