



IPSWICH TOWN FC - CUSTOMER CHARTER 2023

At Ipswich Town Football Club we care about our customers and within this Customer Charter we outline the minimum standards of service that all customers will receive. In certain circumstances our policies and procedures may be subject to change at very short notice. Supporters are advised to monitor Club channels for the latest up to date information and safety advice.

We are committed to providing the best facilities and excellence in service and are constantly striving to improve in everything we do. We monitor our performance using independent market research but undoubtedly the best way to improve is to listen to the views of our customers so if you have any comments to make about this Charter or any other customer service issue, please rest assured that we will welcome your feedback. Contact us at customerservice@itfc.co.uk.

Our award winning FanZone on the practice pitch before every first-team home match has proved a popular attraction for all supporters. Fans of all ages are flocking to use the facilities and enjoy a pre-match venue to chat and discuss all things Ipswich Town in a safe and family friendly environment accompanied by like-minded others. Our team of volunteers, the Portman Pals and our Ipswich Town Foundation staff run free activities for children in the FanZone on matchdays which have proved very popular. Liz Edwards our Supporter Liaison Officer is always on hand in the FanZone and often has an exhibition stand with various areas of supporter interest. In the Marquee there are screens showing the live televised matches.

A report on how we perform against our Customer Charter incorporating any improvements we have put in place is submitted to the English Football League.

For convenience relevant information can be found under the following headings:

- | | |
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1. Ticketing

Ticket Information

Information on ticket availability, will be updated daily and can be obtained by visiting (<https://tickets.itfc.co.uk/>). or by telephoning our Ticket Enquiries Team on **03330 05 05 03** and at the Club's Planet Blue store.

This information will also be available on our official website on www.itfc.co.uk and will be announced on our match day public address system and in the match day programme. We offer a wide choice of seating and a range of Season Ticket prices that enable customers to select a ticket to suit their budget. Full details of the range are mailed out to all Season Ticket holders, Club members and regular match ticket purchasers prior to the start of the season. This information is also available on request from our Ticket Enquiries Team and on our official website www.itfc.co.uk. Tickets are also available to purchase on a match-to-match basis.

Hospitality is available for all home fixtures and full details can be obtained by calling 01473 400594, emailing sales@itfc.co.uk, or visiting www.itfcvenue.co.uk.

Season Ticket holders are offered the opportunity of spreading the cost of their tickets through a direct debit scheme. The scheme usually offers a period of 12 months for purchasers who opt in before the Club's early bird deadline date and also allows for spread payments over a variable time span for purchases throughout the season. This payment plan scheme is offered on an interest-free basis ensuring the purchaser incurs no additional cost.

The Club will limit Season Ticket sales so that a minimum of 5% of our home supporter capacity will be made available for sale on a match-by-match basis.

The Club will operate a graded match ticket pricing structure across three tiers (A, B and C) covering all home league games.

The pricing structure will also have a member's rate and non-members rate for each grade.

2,970 seats within the Stadium are in our designated Family areas. We regulate the sale of adult tickets against junior tickets in this area to retain and foster an atmosphere that is welcoming to our younger supporters. The base for Junior Blues in the Main West Stand will give young fans a chance to meet up with others prior to a game. There are also co-ordinated activities in the FanZone area for our younger supporters at most home matches.

In line with national and FA legislation, the whole Stadium is designated a non-smoking area. Anyone who is found smoking (including the use of electronic cigarettes / vaping) will be ejected from the ground. This is in addition to any fine that could be imposed by the Ipswich Borough Council Enforcement Officers on the individual or upon the Club. For anyone considering leaving the stadium to smoke, please note that no re-admission to the ground will be permitted.



Ticket Allocation

We will continue to operate a ticket booking priority system for both home and away matches to ensure that tickets are allocated to supporters fairly. The following information is communicated to all Season Ticket holders and Club members prior to the start of the season. Please note that prior to any tickets going to general sale, members or Season Ticket holders can only purchase one ticket each for away matches.

Ticket priority for home league matches

1. Season Ticket holders have their own seat for every home league match.
2. Debenture holders
3. Super Blues members who are non-season ticket holders
4. Super Blues members who are season ticket holders
5. Season ticket holders
6. General Sale

Ticket priority for FA Cup, League Cup, and other home cup matches

1. Season Ticket holders to purchase their own seat.
2. Debenture holders
3. Super Blues members who are non-season ticket holders
4. General sale and including additional tickets for Super Blues members and Season Ticket holders.

The Club reserves the right to change maximum and minimum allocation levels and sales order at the priority stage for home league and cup matches which are deemed to be of high demand. We may also require home supporters to relocate from the Cobbold Stand owing to safety implications.

Ticket priority for away matches

When the Club receives a limited allocation of tickets for an away match, it reserves the right to allocate tickets to Club members who have attended a minimum number of away matches in the current season. Please note that for the Club to be able to register away match tickets they must be purchased from Ipswich Town FC, using the individual customer number of each supporter purchasing, and not bought directly from the away club.

For away matches where we have sufficient tickets to meet general demand the following priority will apply:

1. Super Blue members with the relevant amount of qualifying points
2. Season ticket holders
3. General sale



Junior memberships carry ticketing privileges as well, working in the same format as adults so access to allocations will be based on current and the previous seasons away match ticket purchases.

Refunds

All Match Ticket purchased are non-cancellable and non-refundable. Discretion will be exercised for refunds requested for exceptional circumstances however no refunds can be processed for any reason less than 48 hours prior to the advertised kick-off time. A full refund will be given to any supporter returning an away match ticket 5 days prior to the match.

Refunds for Season Tickets are allowed only at the discretion of the Club. Supporters must apply in writing stating the reason for the request and enclosing any supporting facts.

In the event that matches are determined by the authorities or governing bodies to be permanently cancelled or played behind closed doors, a pro-rata refund, for each fixture you are unable to attend due to these conditions, will be made after the conclusion of that season.

The value you are entitled to will be added to your Teamcard account, in the form of loyalty points to spend around the club.

In the event that social distancing health measures require the Club to limit attendance at a match, the Club reserves the right at its discretion to cancel a season ticket holder's entry to a match and in such circumstances the same remedies and no others will be provided to the ticket holder as if the match were played behind closed doors as detailed in this clause.

No refunds are given on seasonal or single match hospitality packages, should the customer wish to cancel or reduce the package in any way.

The Club offers free or reduced admission to replays of abandoned games to those who had purchased tickets for the original match. If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders are entitled to free admission to the rearranged match. If a match is abandoned after kick off, spectators are entitled to half price admission to the rearranged match.

In the event that a fixture is postponed or moved due to cup matches, any hospitality package purchased will be valid for the rescheduled date. If the customer cannot attend the new fixture date, transfer to another fixture can be arranged, subject to availability.

Full details on this and other Club policies can be found on the Club's ground regulations displayed within the Club's Planet Blue Store, Ticket Enquiries Centre and on the official website at www.itfc.co.uk

Full hospitality terms and conditions can be found on the club website or can be requested by emailing sales@itfc.co.uk.



Concessions

Concession priced match tickets are available to juniors under the age of 19, to senior citizens aged 65+ and under 23s. Season Tickets are also offered at concession prices to under 12s, under 19s, under 23s and senior citizens 65+. The under 12 category is available in the designated Family Areas as well as all non-premium areas of the Magnus Group West Stand and the South Stand lower tier. Supporters applying for any concession priced tickets will be asked to provide proof of date of birth.

No concession rates are offered on hospitality packages.

Away Supporters

Ipswich Town Football Club abides by the English Football League's ticket allocation policy for visiting clubs including the allocation of 10% of available disabled seats to away supporters.

Admission prices for away supporters will be no higher than those charged for matchday tickets for home supporters in comparable areas.

Concession prices for under 19's, under 23's, and over 65's are also offered to away supporters.

Away supporters are welcome in hospitality areas. However, as these facilities are situated in home areas of the ground, away supporters are expected to behave in a respectful manner, especially in the event of a goal being scored.

2. Membership

The Club operates a range of Membership schemes

- Super Blues membership for adult Season Ticket holders and non-season ticket holders
- Cobbold Club membership
- Junior Blues membership for juniors aged 5-16 years
- Foals membership for juniors aged 0-4 years

Adult Club members benefit from ticket priority for home and away matches.

Cobbold Club membership is a paid scheme offering with it extremely attractive privileges for adult home supporters. Members are invited to attend free events, receive priority booking and discounts on hospitality, advertising, and sponsorship at ITFC, plus the opportunity to enjoy a home match with a guest in the ITFC Directors' Box for a home match. For more information contact the Sales Team on 01473 400594 or email sales@itfc.co.uk



Junior Blues

Junior Blues is the Club's junior membership scheme for young fans. It is aimed at ITFC supporters up to the age of 16. The membership provides a number of benefits for its members, including booking on to exclusive events that take place throughout the season. It also invites young fans to spend time at Portman Road by offering a voucher for an adult and one child to redeem at a selected home league match of their choice, along with other vouchers for discounts on shirt printing and the home/away shirt. Junior Blues members can also purchase a home mascot place at a lower price and apply to be a mascot at an away ground (away mascot places are free of charge and if applicable). For the 2023/24 season, the membership will be split into 3 different age groups - The Foals which is aimed at ages 0-4 ages and The Junior Blues which is split into two age categories; 5-9 years and 10-16 years. The Club offers a reduced rate for season ticket holders. Junior Blues memberships can be purchased via www.tickets.itfc.co.uk, over the phone on 01473 400584, or in store at Planet Blue. Please allow up to two weeks for delivery.

Junior Blues memberships can be purchased in the Planet Blue store, online at www.tickets.itfc.co.uk or over the phone on 01473 400584.

Mascots, Fly the Flag Experience and Matchday Experience

Ipswich Town and the Ipswich Town Foundation offer three matchday experiences for children to take part in, these being the home mascot experience and our fly the flag experience. **The Mascot Experience** package includes a full home or away kit and three complimentary match tickets, one of which has to be for the mascot. Foals and Junior Blues members will receive the package at a discounted rate.

Our Fly the Flag Experience enables children to be part of the action on matchdays as they are on and around the pitch prior to kick-off, and take part in a mini tour, a flag parade, and a guard of honour with the flags to welcome the teams on to the pitch.

Our Matchday Experience is aimed at local grassroots football teams between U7s and U12s. The experience sees each team take part in a 45 minute coaching session, a mini-tour of the stadium before finishing with the opportunity to see the first-team arrive at the stadium. Included in the price is matchday tickets for the children, parents and coaches.

First Time Fans

Our First Time Fan experience is open for fans under the age of 14 coming to their first ever game at Portman Road. Parents must email Seb.Norton@itfc.co.uk at least a day prior to the game and include their child's name, age, and address. The experience includes receiving a personalised First Time Fan certificate from Club mascot, Bluey which is signed by the manager and Club captain. First Time Fans will also have their name read out on the tannoy at half-time. This has been an extremely popular initiative with over 1,300 young fans taking part since it was launched in 2018.



Young Fans Forum

A young fans forum was introduced in 2018 which involves a dozen of young Junior Blues members who meet Club representatives three to four times a year. This allows young fans to have a platform to discuss any new ideas they would like to see implemented and explain what is important to them as an ITFC fan. For more information, please email lauren.fellingham@itfc.co.uk

Junior Announcer

On each matchday, we provide two young fans with the opportunity of a lifetime, to read out their teams starting line-up at Portman Road by the dugout. This has been a popular initiative with families and has been running since 2019. If your child is interested in this experience, please email Seb.Norton@itfc.co.uk at the start of each season as places are booked up extremely quickly.

3. Facilities for Disabled Supporters

Accommodation

Portman Road has over 300 spaces for disabled supporters and carers in 8 different positions. Concessions are offered in these areas for disabled supporters in receipt of Disability Living Allowance (DLA) at medium or higher levels or PIP at enhanced or standard levels.

More information can be obtained on hospitality areas that provide the best access for disabled supporters by contacting the Sales Team on 01473 400594 or sales@itfc.co.uk. Disabled customers utilising hospitality areas would be required to complete and return a Personal Emergency Evacuation Plan (PEEP) form prior to arrival.

Car Parking

There are approximately 60 car parking spaces designated for match day use by disabled supporters in the local authority's public car park. Most of these spaces are allocated on a seasonal basis, with a small number of other spaces allocated on a first come, first served basis to home and away supporters.

In addition, there are a small number of reserved car parking spaces available on a matchday for home and away supporters. These can be booked via the contacts shown below.

Contacts

For more information or to book tickets call to speak to our Disability Liaison Officer Lee Smith on 01473 400556 or e-mail disability@itfc.co.uk



4. Inclusion & Anti-Discrimination

Ipswich Town Football Club is committed to confronting and eliminating discrimination whether by reason of age, disability, gender reassignment, marital or civil partnerships status, sex, sexual orientation, pregnancy and maternity, race, colour, or nationality, ethnic or national origins, religion or belief, or any other grounds on which it is or becomes unlawful to discriminate under the laws of England and Wales.

The Club will not tolerate sexual or racial based harassment or any other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

The Club fully supports the English Football League and The Football Association in their commitment to develop a programme of discrimination awareness training to promote the eradication of discrimination.

The Club is an equal opportunities employer. All employees will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partnerships status, sex, sexual orientation, pregnancy and maternity, race, colour, or nationality, ethnic or national origins, religion or belief, or any other grounds on which it is or becomes unlawful to discriminate under the laws of England and Wales.

The Club has a dedicated text messaging service for supporters to be able to report on any discrimination issue at a match, including during the game. The number is 60650. It goes direct to the control room and will ensure that no one reporting inappropriate behaviour need be fearful of recrimination.

5. Safeguarding

Ipswich Town Football Club aims to adopt the highest possible standards and recognises its duty of care to safeguard all children, young people, young players, and adults involved in Club activities. We are committed to providing a safe environment where vulnerable groups feel safe, valued, and respected. The Club acknowledges that all children and adults have the right to protection, and the needs of those children who may have additional vulnerabilities must be considered and addressed. Our safeguarding policies are regularly updated, and they can be found at www.itfc.co.uk/club/safeguarding

Our Safeguarding officers at the Club are Head of Safeguarding Sian Skevington, Lauren Fellingham, and Sara Gillespie and can be contacted using the details in each of our Safeguarding policies.



6. Staff Conduct

Ipswich Town Football Club expects all members of staff to conduct themselves in accordance with the highest ethical standards and to carry out their duties with integrity and professionalism.

We are committed to briefing staff on key issues so that they have sufficient knowledge to answer the majority of supporters' queries.

Supporters who are abusive to staff members may be subject to ejection from the stadium; under certain circumstances a Club ban may be implemented.

7. Communication & Public Relations

Information

The Club's official website WWW.ITFC.CO.UK,

Twitter page @IPSWICHTOWN,

Instagram page @IPSWICHTOWN

and Facebook page WWW.FACEBOOK.COM/OFFICIALITFC

are updated daily to ensure all news, information and its position on major policy issues reaches our customers as soon as possible.

In addition, www.itfcthevenue.co.uk is a dedicated website for information on hospitality, conferencing, and events at ITFC.

Ipswich Town Foundation contact details

Website: www.itfcfoundation.co.uk

Twitter: @ITFCFoundation

Facebook: @ITFCFoundation

Instagram: @itfcfoundation

Phone number: 01473400980

Email: community@itfc.co.uk



On a matchday our programme and public address system both inside and outside the stadium gives up to the minute information on ticketing and events. Portman Pals are in attendance to assist our Supporters in and around the stadium.

The media are fully briefed on a regular basis by the Club's Media team.

Full details on ticketing, membership ticket priority, etc is sent to all Season Ticket holders and members prior to the start of the season.

Ground Regulations

Full details of our Ground Regulations can be viewed at

http://www.itfc.co.uk/club/ground_regulations/

Consultation

The Club is committed to a policy of continual improvement in the service it offers its customers and actively seeks and encourages feedback to aid this quest through the following:

- Via the feedback feature on the Club's official website at www.itfc.co.uk
- Regular meetings with the official Supporters Club & Branch Representatives.
- Via feedback with the Disabled Supporters Liaison Officer.
- The Senior Executive Team meets regularly with Supporter Groups.
- Supporters' Forum – a cross section of supporters are able to meet with key members of the Club's management team to discuss Club issues and policies under the guidance of the SLO and as per EFL regulations.
- English Football League customer service assessments.
- Matchday questionnaires on specific topics

At Ipswich Town Football Club we take great pride in our community. We understand that just like the support we receive from our fans; our support can make a real difference to individual causes, local schools, and charitable organisations, whether it's backing a campaign, promoting an event or donating a prize to aid fundraising.

Over the past few years, there has been a huge increase in the demand put upon the Club to support charitable causes from local level through to national campaigns. As with any business, limitations on staff, budgets and resources does mean that we are restricted on the level of support we can offer. With this in mind, we have developed a number of community projects and charitable partnerships in which we centre our efforts.



Matchday Programme & Scoreboard Messages

If you would like to include a personal message in the matchday programme to mark an event such as a birthday, congratulatory welcome, or a bereavement, please email some words and a photo (where appropriate) to Seb.Norton@itfc.co.uk. The deadline for programme entries is 12 days prior to the match.

If you would like to include a message on the matchday scoreboard please email customer.service@itfc.co.uk. Please note messages are short due to a limitation on characters (*i.e. happy [age] birthday [name]*) with the deadline for scoreboard messages 24 hours prior to kick-off.

Autographs & Signed Merchandise

Due to the volume of requests the Club receives, we are not able to accommodate requests for autographs, signed merchandise or items sent in to be signed by the Manager or Players. This is inclusive of charity requests.

The Club sell a range of signed merchandise via ITFC Shop
<https://itfcshop.com/souvenirs/signed-merchandise>

Alternatively, an area outside our main reception is put aside for autograph hunters after most Saturday home games. This area can be accessed after the game on production of your match ticket via the main entrance on Constantine Road.

Charitable Requests

All football clubs have the ability to make transformative contributions to charities thanks to their own donations and also the involvement of their many supporters in fundraising efforts. With that in mind, it is not surprising that Ipswich Town FC is regularly overwhelmed by the numbers of requests, asking for our assistance either in direct contributions or other forms of support. We would love to assist with all of them, but it really is beyond us both financially and logistically.

The Club has a charity request form on the Club website which all charities must complete - <https://www.itfc.co.uk/siteassets/files/charity-requests/charity-request-form.pdf>.

Bereavement

It is always sad to hear that a member of the Ipswich Town family is no longer with us, and we always try our best to provide support to family and friends at this difficult time.



As we have lots of caring fans who would like to involve ITFC in service arrangements we offer the loan of a custom-made Ipswich Town coffin drape for funeral services which can be borrowed for up to seven days. We require a £250 cash deposit, payable on collection from our main reception, which will be refunded in full when the drape is returned to us in the same condition. Please contact our customer services team by emailing customer.service@itfc.co.uk to arrange.

The Ipswich Town Memorial Garden will open during this season, a venue where supporters can remember those they have lost. There are also various locations around the Stadium where supporters can purchase an Ipswich Town wall tile which can act as a fitting and lasting tribute to a loved one. Tiles can be purchased by visiting www.ipswichtownwall.co.uk.

The Club also runs a Memorial Matchday which takes place on the first home game of the New Year. This is an occasion when the Club remembers supporters, ex-staff and Players who have sadly passed away in the previous year. If you have a loved one that you'd like to be remembered, please email dan.palfrey@itfc.co.uk

8. Merchandise

Replica Kit

Information on replica strip life span will be displayed in merchandise stores, on swing tickets and via the online shopping service.

Online Ordering

Merchandise is available online at www.itfcshop.com with a General Enquiries service to answer queries on 01473 400501.

We promise to despatch goods on a 1-2 working day basis when ordered before 3:00pm (GMT) Monday to Friday, alongside our priority delivery option, with the exception of goods currently out of stock and during the busy Christmas and Kit launch period when we promise to despatch as soon as possible if not within the standard timescales. Orders placed using our Economy delivery option within the UK will be sent on a 3-5 Working Day timescale. Please note, the Club cannot be held responsible for delays incurred through the actions of the postal service or couriers.

Return/Refunds

The Club will offer refunds on any item within 28 (twenty eight) days from the date of receipt in its original condition and packaging for a refund of the price you paid for the item. Postage costs will not be refunded, should the item not be faulty.

Faulty, mistakenly picked items or damaged in transit items will be fully refunded, or exchanged, at the customer's request, including a full refund of any postage paid. In this instance the Club will require the customer to send the item back for inspection, upon which the refund/exchange will be processed.



Items can be returned to the Club's Portman Road store. Customers should ensure they have a proof of purchase receipt to avoid disappointment in being unable to obtain a refund/exchange. Goods being returned must be in original packaging, with tags and be in a re-saleable condition, unless faulty.

Returns for personalised product will only be accepted if the personalisation is incorrect from the receipt of the customer order or if the product is faulty. The Club cannot refund personalised purchases for sizing errors. Customers should refer to the size charts on the Club website and available in-store to ensure the correct size prior to purchasing a personalised product.

The Club recommend that customers use a recorded delivery service to return products as we cannot be held responsible for goods not being received.

The Club will not refund goods that are not received back to us within the 28 (twenty-eight) day refund period.

Online purchases can be mailed back to the Club at the following address:
Ipswich Town Online Store, Returns Department, Portman Road, Ipswich, Suffolk, IP1 2DA

Exchanges

In Store You can exchange any items purchased online at our Planet Blue retail store on Portman Road as per our standard returns policy.

Post We **do not** offer an exchange service via post for any products purchased online. If you wish to exchange a product, simply return the unwanted item for a refund following our returns/refund policy and place a new order online for the product you would like. (Your refund may take up to 7 working days to appear in your account from receipt of goods).

Exceptions to our returns policy

All DVDs, CD's, underwear, swimwear, pierced jewellery, and items specifically manufactured to a customer's order can only be refunded or exchanged if the goods are deemed to be faulty.

The Club are unable to refund or exchange a personalised product once it has been printed with either a player's name and number or a custom name and number or any other badge or logo; this still applies in the event of a player leaving the club and/or changing his squad number. There are strictly no exceptions to this policy. Ipswich Town Football Club will not be held responsible for the length of time a player is at the club following personalisation of products. A refund or exchange will be permitted if the product is deemed faulty.



Out of Stock Items

The Club always strive to ensure stock levels are correct, however due to certain circumstances and the nature of the business, very rarely an item may appear to be in stock, rather than be sold out. We apologise for these instances and will always look to rectify stock levels as soon as any errors are noticed. If we do not have any item that you have ordered, we will immediately refund you. We will process this refund back to the credit/debit card that payment was taken from. We will not retain your money or substitute the item for other items without contacting you first.

Pre-Ordering Products

Ipswich Town Football Club will pre-authorise and charge for all pre-ordered products at the point the order is placed. The reason for this is to ensure that stock is allocated against your order and to provide sufficient time to pick, pack and personalise (where applicable) in time for the launch date. It is also sometimes necessary for the customer to confirm details contained within the order. Any other products ordered at the same time as a pre-order product will not be shipped until the pre-order release date. We will always aim to deliver pre-order items on the specified date however we cannot be held accountable for any delayed deliveries.

9. Ipswich Town Foundation

We are the charitable arm of Ipswich Town Football Club. We deliver an innovative and inclusive range of programmes, activities and initiatives to address the needs of the community, whilst using the power of Ipswich Town Football Club to make a genuine positive impact on the lives of people in Suffolk and the surrounding areas.

The Ipswich Town Foundation exists to provide impactful and inclusive activities to improve the health, skills, opportunities, and lives of all generations across Suffolk and its borders. By using the presence, power, and reach of Ipswich Town FC, we aim to inspire individuals to realise their potential both on and off the football pitch and create pride in their communities.

Our provision is centred around four pillars. We will focus on developing, managing, and delivering high quality activities, programmes and initiatives which will allow us to meet the needs of the community. We will be creative and agile in our approach and, where appropriate, embrace partnerships and new ideas to ensure what we do is impactful and fit for purpose.

Pillars: Community Participation & Inclusion, Health & Wellbeing, Sport & Physical Activity and Education & Employability.



The Foundation runs 26 different programmes within our pillars that combines our provision. They vary from our Town Tots session for 3-5 year-olds to our Dementia Café which sees participants attend that are over 90-years-old.

The Foundation's strategic aims are:

- To build healthier, safer and more cohesive communities, actively encouraging and celebrating equality, diversity and inclusion.
- Increase opportunities and services available to individuals in Suffolk and the surrounding areas, in order to improve individuals' mental and physical wellbeing whilst reducing social isolation.
- To assist and further in the educational attainment and enjoyment of children and young people in Suffolk and the surrounding areas through our range of provision, in turn increasing employability and a positive contribution to society.
- Develop lifelong habits of regular physical activity participation, whilst continuing to provide achievable pathways to excellence.

As part of our commitment the Foundation considers contributions towards additional qualifications to upskill staff to the benefit of the individual and the specific programme they are delivering in.

The Foundation in collaboration with the club provides CPD events delivered by senior Academy staff covering areas of best practice, player engagement, session planning and delivery.

Recruitment is a fundamental part of our coaching programme to ensure all staff are of the required level by going through a stringent face-to-face and delivery interview.

Website - <https://www.itfcfoundation.co.uk/>

Twitter - <https://twitter.com/ITFCFoundation> (@ITFCFoundation)

Facebook - <https://www.facebook.com/IpswichTownFoundation/>

Instagram –

<https://www.instagram.com/itfcfoundation/?igshid=YmMyMTA2M2Y=> (@itfcfoundation)



10. Data Protection

The Club recognises its responsibility with reference to all customer information on our databases. All information is stored confidentially in accordance with GDPR regulations (The Data Protection Act 2018) and no data is issued or sold without prior consent.

11. Stewarding

Ipswich Town have a continual assessment programme for stewarding personnel which is carried out by qualified Stewards' Training Assessors. In the event of developmental needs being identified, appropriate training, instruction and/or courses will be undertaken. All Stewards have a level 2 NVQ in Spectator Safety (or are working towards it).

12. Complaints Procedure

If any customer has a complaint or query we encourage them to contact Customer Service at the Club, preferably by letter at the Club address: Ipswich Town Football Club, Portman Road, Ipswich IP1 2DA or email customer.service@itfc.co.uk. All complaints and responses are logged on the Club's customer database. Whilst our aim will be to resolve a complaint as soon as possible we do give an assurance that we will respond within a maximum of 7 working days.

Should any customer not receive an answer to a complaint or is not satisfied with the answer given to that complaint then they can take the matter further by contacting the Independent Football Ombudsman (IFO). Contact information for the IFO is:

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

Email: contact@theifo.co.uk

Website: www.theifo.co.uk

Telephone: 0800 588 4066 [voicemail]

13. Supporter Liaison Officer (SLO)

The designated SLO is lifelong fan Liz Edwards. She can be contacted on the following e mail address slo@itfc.co.uk

All Clubs have an SLO following the Culture Media and Sports Select Committee review of Football. The role of the SLO includes the responsibility of the delivery of the Club's Policy with regard to supporters, acting as a point of contact for fans and liaising with the Club's Management on pertinent issues.

Updated 30th June 2023