



Sanctioning Policy

QUEENS PARK RANGERS FOOTBALL CLUB



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Introduction

Queens Park Rangers Football Club (QPR) look to provide an inclusive, safe and enjoyable environment for all spectators who are associated with Queens Park Rangers Football Club in line with the ticketing terms and conditions, the fans code of conduct and Ground Regulations. Most spectators who attend matches comply with these, however, in some instances, spectators do not adhere to them and bring the clubs reputation into disrepute. In such instances, Queens Park Rangers look to provide a way to eradicate these issues by means of any of the below actions:

- Prohibiting future entry to the stadium and other stadiums
- Ejecting an individual from the stadium
- Cancelling and withdrawing any ticket issued to the purchaser
- Prohibiting any future sale of a ticket
- Requiring an individual to attend restorative justice meetings
- Partake in educational courses
- Be subject to an Acceptable Behaviour Contract

Instances where breaches contribute to criminal behaviour at matches will primarily be dealt with by the criminal justice system. However, on occasion, it may be deemed more appropriate for action to be taken in line with this policy.

Each sanction is assessed on a case-by-case basis and are categorized by their seriousness. Certain sanctions that are imposed will be subject to a 'sanctioning panel', which will operate on a non-biased approach within the balance of probabilities, with the means for an appeal if necessary. This policy is applicable to all incidents that occur at both home and away fixtures, as well as any incidents that are away from a football ground (online/public transport or trains).

1. Potential breaches of Ground Regulations/ticketing terms and conditions

Each potential breach listed below are directly related to the ticketing terms and conditions, the ground regulations and/or criminal behaviour. They are broken down by seriousness and categorized into levels:

1.1 Level 1 Breaches: (non-exhaustive)

- Smoking/Vaping
- Alcohol-related offences (not involving police)
- Persistent standing/standing on seats
- Anti-social behaviour (including but not limited to s.4A & s.5 Public Order Act 1986). - Examples such as persistent use of foul and abusive language, excessive gesturing towards opposition supporters and 'horseplay' impacting others
- Conduct that compromises the safety of the spectator and/or others
- Non-cooperation with stewards
- Ejection from home or away stadium (not leading to police involvement)
- Refused entry to home or away stadium (not leading to police involvement)
- Reckless/Intentional damage to club property under the value of £100

1.2 Level 2 Breaches: (non-exhaustive)

- Deliberate damage to property
- Missile throwing
- Pitch encroachment
- Reckless/intentional damage to club property over £100
- Aggressive language and/or behaviour
- Assault on the football club's premises
- Use or possession of pyrotechnics
- Use or possession of illegal drugs
- Use of any other prohibited items as per the ground regulations
- Serious public disorder/anti-social behaviour (including, but not limited to s.1, s.2, s.3 & s.4 Public Order Act 1986)
- Hate crime/discrimination (including online)
- Breach of existing club ban

1.3 Additional information – potential breaches:

Some potential breaches above are criminal offenses, whereby the individuals involved will have either been arrested at the time or were subsequently invited to an interview by the police. As a result, criminal charges may or may not follow. Irrespective of the decision, the appropriateness of a club ban, along with any other possible sanction should be considered on a case-by-case basis. If circumstances dictate and it is considered proportionate to do so, then a temporary sanction can be applied.

The following considerations should be made in conjunction with the previously listed breaches:

1.3.1 Found guilty of a criminal offence, but not served a football banning order:

Queens Park Rangers should, on a case-by-case basis, consider the outcome of the court not to serve a s.14 Football Banning Order per the Football Spectators Act 1989 in addition to a conviction for a criminal offence.

1.3.2 Found guilty of a criminal offence and served a football banning order:

If a supporter is found guilty and there is a Football Banning Order imposed, Queens Park Rangers do not need to issue a sanction. However, they will work with the Dedicated Football Officer to implement that the conditions of the Football Banning Order.

1.3.3 Hate Crime/Discrimination:

Sanctions for hate crime or discrimination that involve football should be considered as part of this policy, as this is part of Section 14A of the Football Banning Orders. Queens Park Rangers will provide any information/data that may be required by The Police/The Crown Prosecution Service.

1.3.4 Ticketing Offences:

Football spectators will share tickets for either no remuneration or for face value. Whilst this is contrary to the ticketing terms and conditions and statutory regulation, Queens Park Rangers will take a pragmatic approach and use their discretion when reviewing ticketing offences. The focus will be on:

- Those ticketing offences that fall under the remit of selling tickets for a price more than the face value
- Using concessionary tickets without entitlement
- and/or any wilful fraudulent use of a ticket to the financial detriment of a Club.

This should be considered on a case-by-case basis.

1.3.5 Incidents away from the home stadium

If incidents take place away from the home stadium, they will be treated with additional seriousness due to the impact on Queens Park Rangers' reputation, away allocations, kick-off days/times and policing/stewarding. This includes incidents that occur on public transport and trains.

Where breaches occur at another stadium, the host Club have the discretion to impose a sanction for a breach of the ticketing terms and conditions and/or the ground regulations. If the incident occurs on public transport/trains, if this is a serious matter, then this should be dealt with by the police/British Transport police.

Queens Park Rangers will seek to obtain further information about any incident that occurs away from the home stadium and will impose a necessary sanction if the incident involves a breach listed above.

1.3.6 Criminal Damage/Accidental Damage

Queens Park Rangers will deal with incidents of criminal damage by means of a Level One or Level Two breach. For damage that is accidental, this should be dealt with on a case-by-case basis. Solutions can include but are not limited to compensation for the damage, restorative justice, a Safety Standard letter and/or a written warning.

2. Initiating the sanctioning procedure:

Queens Park Rangers will always initiate this policy when a breach has been likely to have been committed. In some circumstances, a club ban may not be an appropriate solution and a generic safety letter, a written warning, a restorative justice meeting, an Acceptable Behaviour Contract or a suspended club ban would be a better solution. However, any investigation undertaken by Queens Park Rangers should demonstrate that based on the evidence from the investigation, the occurrence of a particular event was more likely than not. This investigation will take place and be completed before an individual is contacted regarding their conduct/the incident.

2.1 Investigation & Evidence:

Queens Park Rangers will consider the importance of evidence/intelligence, and the specific conduct of the person concerned. Before Queens Park Rangers sends any correspondence to an individual or imposes a sanction, a thorough investigation should be undertaken.

Evidence should include:

- Steward incident reports
- Witness statements
- Control room radio logs
- CCTV or other videos/audio recordings, including those sourced from social media
- Information about an individual that has been invited to attend voluntary police interview

If any reasonable suspicion amounts, Queens Park Rangers should have sufficient evidence that an individual has breached the ground rules, ticketing terms and conditions and/or committed a criminal offence. Namely, on the balance of probabilities that the occurrence of the event was more likely than not.

If there isn't enough evidence to prove the alleged incident occurred, the individual should be continued to be monitored to ensure that there are no further incidents that occur.

All investigations that are carried out should be logged indefinitely and may be used in any further investigations.

2.2 Notification of breach:

Once evidence is gathered, the individual will be sent a written correspondence outlining the outcome of the internal investigation on the alleged breach of the ticketing terms and conditions and/or the ground regulations. This will include the course of action the club wishes to take (see section 3 & 4). Any correspondence should be sent via a letter to the individual's



home address and their personal email address if known. If the individual is under the age of 18, a letter should also be sent to the parent/guardian.

2.3 Individuals' responses to Notification:

Option one - The individual will receive the first written correspondence from Queens Park Rangers after the initial investigation and can automatically accept the evidence and the sanction/acceptable behaviour contract. The individual will need to respond to this written correspondence and notify Queens Park Rangers that they accept the sanction or the required attendance for an acceptable behaviour contract meeting. In this instance, Queens Park Rangers will not need to convene the Sanction Panel for a hearing in relation to matters regarding club bans.

Option two - The individual will receive the first written correspondence from Queens Park Rangers after the initial investigation and can rebut the allegation and/or the length/type of the sanction and attend the Sanction Panel hearing. If the individual has been served a suspended club ban, the individual should have the right to attend a meeting with the club and then appeal the decision. If an acceptable behaviour contract is deemed the best course of action, then the individual must attend a meeting with the club to discuss the contractual obligations. The individual will need to respond to this written correspondence and notify Queens Park Rangers that they wish to attend the Sanction Panel hearing or will attend the acceptable behaviour contract meeting.

If an individual does not respond to the first written correspondence within the specified time above, and there is no subsequent written or verbal acceptance of the sanction posed, the sanction will be upheld, and the Sanction Panel will not convene on the date noted on the letter. If an individual state they will attend the Sanction Panel hearing or requests a suspended club ban meeting and does not attend on the date agreed, the sanction will be upheld in their absence. If an individual does not attend or respond to the request for an acceptable behaviour contract meeting or does not attend the agreed meeting, a temporary club ban may be imposed until the meeting has taken place.

3. Sanctions

Queens Park Rangers have multiple sanctions available to apply, which are independent of any other investigation and/or sanctions that may be imposed by third parties. Any decision that is made should be a fair and proportionate response to the breach of the ticketing terms and conditions and/or the ground regulations. The seriousness of each breach is decided on a case-by-case basis and are categorised as level one breaches and level two breaches. Level one breaches tend to have no police involvement, criminal proceedings or prosecution attached to them. Level two breaches do tend to have police involvement, criminal proceedings or prosecution attached to them. If the circumstances dictate and Queens Park Rangers consider it proportionate to do so, then a Temporary Sanction can be applied.

Queens Park Rangers will always consider the full circumstances of an incident and the nature of the breach to consider whether an alternative option to a club ban such as written warnings, suspended club bans, restorative justice meetings, acceptable behaviour contracts and/or a requirement to attend an educational course would be a better avenue of action.

Sanctions can be applied to anyone under the age of 18, including children attending who are under 14 with no adult. These sanctions may be applied to both the child and parent.

3.1 Preventative Sanctions:

In all instances of a Level One or Level Two breach, if an individual attends an educational workshop series/course and completes this, Queens Park Rangers will consider reducing the sanction imposed. Similarly, if an individual automatically accepts the sanction posed in the first initial correspondence, admits to their conduct/actions and ensures that there will not be any repetition of said conduct, Queens Park Rangers have the option to be lenient with the sanction imposed, with the possibility of a reduction, i.e., three match sanction to one match, or rescinding a one match sanction, if possible, and keeping the written warning on record.

- **A restorative justice meeting:**

Restorative justice brings those harmed by crime or conflict into communication with those whose actions have breached regulations. This practice can be used anywhere to prevent further conflict, build relationships and repair harm, by enabling people to communicate effectively and positively. It can support individuals to recognise that their conduct/actions can affect others, that they should be responsible for their choices and can be held accountable for them if repeated. Queens Park Rangers will only utilise this for a level one breach and will facilitate this type of sanction by organising a restorative meeting.

- **Education**

Queens Park Rangers adopts the use of rehabilitative education to re-educate instead of sanctioning spectators who breach level one and some level two offences in certain circumstances where the club feels that other sanctions may not be the best option. Education schemes can be implemented to improve awareness amongst the supporter's base and to re-educate spectators to improve their attitude/conduct at matches.

Queens Park Rangers may use an education scheme to reduce individual's sanctions as they demonstrate the willingness to change their attitude/conduct. An education scheme may also be applied as a condition of an acceptable behaviour contract, which needs to be attended to continue to attend matches.

Queens Park Rangers will always look to run educational schemes using internal resources, such as such as QPR in the Community Trust, charitable organisations and the EFL Trust.

Other options can be to involve and utilise campaign groups and other third parties such as:

- Fans for Diversity
- Kick it Out.
- Show Racism the Red Card

- Local and national charitable organisations
- Local constabularies
- Local and national educational programmes

If an educational scheme is implemented for an individual, once completed, if another breach of the same nature is committed then a further sanction may be implemented.

3.2 Temporary Sanction

A temporary sanction is a type of sanction that can be applied (in line with the sanctions below) whilst Queens Park Rangers or the police investigate an alleged breach. They can also be put in place whilst an individual is awaiting an outcome from a conviction relating to a criminal offense that is football related. A temporary sanction will be put in place by Queens Park Rangers prior to making any further decisions if it is reasonably believed that there is a genuine risk of reoffending and/or any health or safety risk to supporters, staff or members of the police. Queens Park Rangers will inform the police that a temporary sanction has been served whilst awaiting the conclusion of police investigations and proceedings.

All temporary sanctions will be reviewed at periodic intervals, as the criminal justice system rarely deals with cases expeditiously, therefore they could be in place for an unlimited amount of time.

Anyone who is served a temporary sanction should, as soon as practicable or after any police investigation or proceedings has been completed, be offered the chance to attend a Sanction Panel hearing.

3.3 Generic safety letter

A generic safety letter will be issued if a supporter has demonstrated behaviour that may be a detriment to a safe and enjoyable environment. The behaviour does not need to be deliberate or with malice, but this should be issued to highlight concerns around the behaviour. This sanction would only be issued for level one breaches, however if the incident was to occur again it could lead to additional sanctions or possibly level two breaches.

3.4 A written warning

Queens Park Rangers will issue a written warning for behaviour that is not tolerable and may fall under a Level One breach. They should highlight the behaviour that has been displayed at a match and provide the consequences should the behaviour be displayed again. Any written warnings will be logged and may be used as a deterrent to any future misbehaviour/incidents.

3.5 Acceptable Behaviour Contracts

An acceptable behaviour contract is a written agreement between Queens Park Rangers and an individual. In signing the agreement, the individual agrees to abide by the terms specified, i.e. for an individual not to persistently stand. Queens Park Rangers will utilise an acceptable behaviour contract within their discretion, however it must adopt a proportionate response to the behaviour/incident. The duration of any agreement is discretionary and will be frequently

reviewed to ensure it is fit for purpose, does not require amending or if the individual is demonstrating improved behaviour.

Queens Park Rangers reserves the right to extend, amend or terminate the agreement at any point. If the acceptable behaviour contract is breached, this can be used as evidence to illustrate that further sanctions are required. If further action is required, it should be proportionate.

Typically, these will be issued for level one breaches and some level two breaches. An acceptable behaviour contract can be issued to any individual over the age of 10, and where the individual is under the age of 18, their parent/guardian should be involved in the process.

3.6 Club ban

Queens Park Rangers have the discretion to issue a club ban for level one and level two breaches. A club ban should be deemed the most serious of the actions available and any decision to issue such a sanction should be carefully considered, proportionate and necessary based on merits of each case. When issuing a club ban, a sanctioning panel will need to be initiated to ensure a fair decision-making process to satisfy the rules of natural justice against being fair, proportionate and free from bias. The panel will be responsible for deciding on the amount of time the club ban will be issued for.

3.7 Suspended club bans.

Queens Park Rangers have the discretion to issue a suspended club ban. The suspension element of this sanction can act as a proportionate and fair response to Level One breaches, particularly those that may have been a one-off incident. The nature of such sanction will ensure that the individual's behaviour must improve and may act as a deterrent to any future misbehaviour/incidents. As with all sanctions, a suspended club ban should be proportionate and necessary.

All sanctions are applicable to home/away fixtures, the Club Shop, the Ticket Office, The TSG Elite Training and Performance Centre, Development Squad fixtures, under 18 fixtures, QPR Women fixtures and pre-season friendlies.

For all Level One and Level Two breaches where a child under the age of 18 contravenes the ticketing terms and conditions and/or the ground regulations or commits a criminal offence and is accompanied by an adult who is deemed responsible for the child, Queens Park Rangers may consider imposing a sanction on the child as well as the accompanying adult. If an adult receives a sanction and there is a parent/child season ticket in place, it is advisable that the child still be permitted to attend the games with a nominated adult or family member, using the sanctioned adult's season ticket.

4. Applying Sanctions:

- **Level One Sanctions:**

Sanction 1: Level One Breach: An individual should receive either a **safety standards letter**, a **written warning** or an **acceptable behaviour contract**. In relation to a **suspended club ban** or a **club ban**, this should be a **maximum three-home match ban**.

Sanction 2: Level One Breach (away from the home stadium): An individual can receive an increased exclusion from **home matches** to a **maximum of five games**. Consideration will be given to the implementation of the maximum sanction for an incident that is a minor breach. Instead, a more educational or restorative justice route could be taken. If incidents take place away from Queens Park Ranger's stadium, including those on public transport and trains, this may be treated with additional seriousness due to the impact on the football club's reputation, away allocations, kick-off days/times and policing/stewarding. The host club have the discretion to impose a sanction for a breach of the ticketing terms and conditions and/or the ground regulations. If the incident occurs on public transport/trains, if this is a serious matter, then this should be dealt with by the Police/British Transport Police. When imposing a sanction for an incident at an away football stadium, information received from a host Football Club should, as far as possible, replicate what Queens Park Rangers would act on to ensure proportionality.

Sanction 3: Repetition of Level One Breach: If any Level One breach is repeated within one year, the **initial sanction** should be **doubled** with the warning of any future repetition of such breaches will necessitate a Club Ban of **up to two seasons**.

- **Level Two Sanctions:**

Sanction 4: Level Two Breach: No minimum or maximum sanction will be applied by Queens Park Rangers, although careful consideration will be applied for each case. With a standardised procedure that is fair, proportionate and free from bias, it is the intention that any decision reached by the Sanction Panel will be proportionate to the breaches listed under Level Two. An indefinite club ban could be applied within reason; however, this will be subject to review at stated intervals to be no longer than two years apart.

Listed below are circumstances in which QPR should act regarding Level Two breaches:

No further action was taken by police in relation to Level Two breaches/ charged with an offence but found not guilty of a football-related offence:

In such circumstances, any temporary sanction can be lifted after full consideration of the evidence including the outcome of the court hearing/trial or police investigation unless there are compelling reasons not to do so. Where appropriate, Queens Park Rangers will ask an individual to attend a discussion about future behaviour and suggest attendance at the necessary educational workshops/courses before a sanction is lifted.

Pleads/found guilty but no Football Banning Order imposed:

An individual may have been subjected to a temporary sanction pending the outcome of their case. Queens Park Rangers reserves the right to issue a sanction, however, they will consider why a court has not served a Football Banning Order. A conviction should not automatically result in a club sanction. Consideration of an immediate return to the club in these circumstances should be treated on merit, ideally after a meeting with the individual so a risk assessment can be made as to the suitability of their return.

Pleads/found guilty and Football Banning Order imposed:

In these circumstances, Queens Park Rangers will not issue a club ban. Instead, they will work with the police or the Club's OFO will be needed to ensure the imposition of the FBO and its conditions are being upheld. Once the Football Banning Order has concluded, Queens Park Rangers may invite individuals for a 'return to football' meeting.

Discrimination breaches/hate crime offences:

Once an individual has come under suspicion of discriminatory language or behaviour, either at a match or online, a temporary sanction will be imposed pending the outcome of a thorough investigation. In cases without robust, supporting evidence outcomes should be decided on the balance of probabilities and justified in writing.

Once it has been established, on the balance of probabilities, that there was discriminatory conduct, the individual will be invited to attend an education session run by a suitable education provider. Education and/or restorative justice should take place as soon as possible after any incident of discriminative language or behaviour. Once completed and feedback is received, Queens Park Rangers will decide on an appropriate sanction before inviting the individual to a Sanction Panel hearing.

Ticketing breaches/offences:

Queens Park Rangers will always look to obtain the costs lost to any fraudulent use of tickets, which has caused a financial detriment of a Club. A mutually agreed repayment plan will be put in place for the individual to pay any loss of money back to the club.

It should be noted that any prohibition that is put in place in respect of attending matches, will include tickets and season tickets. An individual will not be refunded the cost that the ticket will have cost. In instances where season tickets are paid in instalments, they should continue to be paid in line with the direct debit agreement.

5. Sanctioning Panels Procedure

Queens Park Rangers adopts a sanctioning panel to ensure that all sanctions are fair and free from bias. They help provide transparency, as well as a safety net that ensures there are no inconsistencies in the way each incident is handled. Queens Park Rangers will not always hold a sanctioning panel hearing for all matters, they will typically only be for breaches that lead to a Club Ban being imposed.

5.1 Forming a Sanctioning panel:

Queens Park Rangers will form a sanctioning panel when an individual has been informed that a club ban will be the sanction that is applied to an individual. Each sanctioning panel will be made of a minimum of three members of staff.

- One member of staff will act as the chair (this person will be a senior safety member of staff) who has knowledge and experience of supporter sanctioning.
- The other staff members will also display a breadth of knowledge and experience within the club who can review the facts and any evidence surrounding the allegation.

5.2 Initial Stages of the Sanction Panel

Once an individual has been notified that they have an opportunity to attend a sanctioning panel, a sanctioning panel will be formed and will take place within 20 working days of the notification of the breach. The location of the sanction panel can be virtual or in person, however there will be flexibility under The Equality Act 2010, for individuals that do not have access to technology and/or the internet or cannot attend in person for a valid reason.

Individuals under the age of 18 must be accompanied by their parent/legal guardian in both instances, and they may speak on their behalf. Individuals are also allowed to be accompanied by a nominated individual or individuals who may aid with their contribution to the hearing. Any sanctioning panel that involves an U18 will have a safeguarding representative from the club attend.

If an individual states they will attend the Sanction Panel hearing but subsequently does not show, the sanction will be upheld, and the individual will be notified within 2 working days of the sanction to be served.

5.3 Format of the Sanction Panel hearing

Individuals under investigation and in attendance at the Sanction Panel will not be coerced into accepting the allegation/sanction put before them. Individuals, do, however, have the right to voluntarily accept the allegation/sanction before, or throughout the hearing. Written correspondence regarding the final sanction will still be sent to the individual within 2 days of the hearing. It is best practice that the Sanction Panel hearing should be recorded in the form of minutes or brief notes.

During a sanctioning panel hearing, the format below should be followed:

- Introductions
- Notify the individual that the panel hearing will be recorded (minutes/brief notes) and whether they accept their verbal communication being recorded. The individual must know that the recording can be passed to the EFL, IFO or the police along with any evidence the individual may have brought.
- Allegations should be put to the individual under investigation
- Chance to reply to the allegation
- Evidence will be shown to the individual under investigation
- Any evidence the individual under investigation may have can be put to the Panel
- For example, witness statements and video/audio footage.
- Any mental health problems or disabilities disclosed at any stage in the process that forms a justification as to why the allegation may have taken place, evidence will need to be provided. Evidence may comprise proof of prescribed medication, written proof from health professionals, proof of benefits etc...
- The panel will then be allowed to question the person under investigation
- The chair will provide a summary of the allegation
- Questions will be allowed from the individual under investigation
- The individual may offer the Panel the opportunity to consider character references
- Individuals under investigation will have the opportunity to accept the evidence and sanction proposed in this hearing
- The chair should explain the nature of the sanction and information that is required/needed when the duration of the sanction has ceased
- If the individual does not voluntarily accept the evidence and sanction proposed in the hearing, the chair must inform the individual that a decision will be reached within deliberations of the Sanction Panel, and the individual will be notified in writing within 2 working days.
- This will be a letter to the individual's home address and email address if known

5.4 Sanction Panel deliberations

As part of the Sanction Panel deliberations, the panel members will consider the response and any evidence provided by the individual under investigation to decide on the necessary outcome. Minutes/brief notes of the deliberations should be recorded and kept on file with the minutes of the Sanction Panel hearing. Extracts of those minutes will be used when notifying the individual of the outcome of the hearing and may be used in the event of an appeal, or if a submission is made by the individual to the IFO.

5.5 Sanction Panel decisions

The decision of the Sanction Panel may cancel, reduce, maintain or increase the original sanction noted in the first written correspondence to the individual. If the Sanction Panel overturns a 'temporary sanction', Queens Park Rangers will consider refunding the cost of any matches paid for and missed because of the sanction. This will apply to individual match

tickets and season tickets. If this process is taking place during the period in which supporters may renew their season tickets, individuals subjected to proceedings may be allowed to renew their season tickets on the understanding that in the event of a significant club ban being imposed the entire cost of the ticket will be refunded.

5.5.1 Impact of decisions of the Sanction Panel/appeal on imposed sanctions:

If a temporary sanction has been imposed before the Sanction Panel hearing and the Panel agrees to reduce or withdraw the sanction or if the appeal panel or the IFO indicate that a sanction should be reduced or withdrawn, this will raise two key considerations outlined below:

- **Time Served** – If a temporary sanction has been served, if an individual is subject to a club ban and the appeal panel overturns or reduces the decision of the Sanction Panel, or if the IFO indicates that a club ban should be reduced or withdrawn, the time already served up to the decision of the Sanction Panel, the outcome of the appeal or the IFO's decision will be classified as part of the original sanction and must be deducted from any time remaining.
- **Reimbursement** – If a temporary sanction has been served, if an individual is subject to a club ban and the appeal panel overturns or reduces the decision of the Sanction Panel, or if the IFO indicates that a club ban should be reduced or withdrawn, the time already served up to the decision of the Sanction Panel, the outcome of the appeal or the IFO's decision will be classified as part of the original sanction and must be deducted from any time remaining. As a result of this, the individual will have missed attendance at football matches. If the individual had already purchased individual tickets for those matches or owns a season card, Queens Park Rangers will reimburse these costs in full.

6. Appeals

If the Sanction Panel upholds the decision to provide a sanction, or if the nature of the sanction is subsequently altered due to the Sanction Panel hearing, an appeal needs to be offered. An appeal should also be offered to those individuals served with a suspended club ban as they are not required to attend a Sanction Panel hearing. The appeal should be submitted along with supporting evidence as appropriate to a panel at Queens Park Rangers who will act remotely to consider the appeal and provide a final decision. The panel will consist of three members of staff which were not involved in the initial investigation or the Sanction Panel hearing. The individual should submit their full written appeal within 15 working days of receiving the written correspondence from Queens Park Rangers that outlines the outcome of the Sanction Panel or after a meeting with the Football Club regarding the imposition of a suspended club ban.

6.1 Supporter Appeal Correspondence:

The appeal must include the following:

- Name
- Address
- Telephone Number
- Outline of the investigation
- Sanction imposed (and any amendments to that sanction as a result of the Sanction Panel hearing)
- Details of the individual's appeal
- Any supporting evidence (as appropriate)

Supporters will receive a letter acknowledging receipt of their appeal within 2 working days.

6.2 Appeal Panel

The appeal should be made directly to Queen Park Rangers. The appeal should be assessed by a panel not involved in the original Sanction Panel or investigation. It is best practice that the panel should constitute a Senior Club Official and a minimum of two other club employees with a breadth of knowledge and experience of the club. In assessing the appeal, Queens Park Rangers will seek guidance from the following organisations to reach a fair and proportionate decision:

- EFL
- Premier League
- Sports Ground Safety Authority
- FSA

6.3 Appeal Decision

The appeal panel may also uphold, increase, reduce or withdraw the original sanction. If the appeal panel withdraws or reduces a sanction, the Football Club may refund the cost of any matches paid for and missed because of the sanction. This will apply to individual match tickets and season tickets. Queens Park Rangers will provide written correspondence confirming the outcome of the appeal and any subsequent requirements of the sanction if it is upheld, or any specific details if the sanction is withdrawn.

6.4 Dissatisfaction with appeal decision

If an individual is not happy with the appeal process, they can submit their case to the Independent Football Ombudsman for review.

7. Complaints

If an individual has a complaint – not involving the decision of a Sanction Panel Hearing or the Appeal Panel – at any point throughout the club ban process, the individual has a right to contact the EFL. The EFL attempt to resolve complaints within 28 working days. All details of complaints are recorded, and information may be provided to the IFO as part of the reporting process if the individual wishes to take the complaint to the IFO.

8. Appendix

