



IPSWICH TOWN FC - CUSTOMER CHARTER 2020

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. Since the outbreak of Covid19 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 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, 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 is a big screen 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 www.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.itfcthevenue.co.uk.

Season Ticket holders are offered the opportunity of spreading the cost of their tickets through a direct debit scheme. The scheme 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 has a single tier pricing structure for all home league games.

3,119 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 East of England Co-operative 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. Ultimate members
4. Silver members
5. Gold members
6. Season ticket holders
7. General Sale

Ticket priority for FA Cup and League Cup home matches

1. Season Ticket holders to purchase their own seat.
2. Debenture holders
3. Ultimate members
4. Silver members
5. General sale and including additional tickets for Gold 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 and season ticket holders who have attended a minimum number of away matches in the 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. Debenture holders.
2. Ultimate members
3. Gold members
4. Season ticket holders
5. Silver members
6. General sale

Please note that Junior Blues membership does not carry with it any ticketing privileges. However if the Junior Blue is also a Season Ticket holder then Gold Club members may purchase tickets on their behalf. Similarly Silver Club members can purchase on behalf of a Junior Blues member.

Refunds

A full refund will be given to any supporter returning a match ticket for a home match to the Ticket Enquiries Centre prior to kick off of the match.

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, no refunds will be made however in the event of a match being played behind closed doors the Club will use reasonable endeavours to provide free of charge access to the game via the internet and in the event of a permanently cancelled fixture for reasons other than weather then a credit to the pro rated value of the match will be provided towards the following season's season ticket purchase. In addition the Club may from time to time include offers in sales and marketing materials of complimentary tickets as a make good for the loss of a live spectator match, these ticket offers are entirely subject to availability and may require a seat change. In the event that the complimentary tickets are not provided there will be no refund alternative available. 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 holders 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.



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 only available in the designated Family Areas 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

- Ultimate membership for adult Season Ticket holders
- Gold membership for adult Season Ticket holders
- Silver membership for adult non Season Ticket holders
- Cobbold Club membership
- Junior Blues membership for juniors up to 16

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 a seasonal membership scheme running from August to July. 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 a free family ticket for the member to redeem at any home league match of their choice, along with other vouchers for discounts on stadium tours and the home/away shirt. Junior Blues members can also purchase a home mascot place at a lower cost, and apply to be a mascot at an away ground (away mascot places are free of charge). For the 2020/21 season the membership will be split into 2 different age groups- The Foals which is aimed at ages 0-3 ages and will and The Junior Blues aimed at ages 4-15. We will also be offering our mega membership again for our Junior Blues who are also season ticket holders at a reduced rate

Junior Blues memberships can be purchased in the Planet Blue store, or online at www.tickets.itfc.co.uk which incurs an additional delivery charge of £2.00.



Mascot and Fly the Flag Experience

Ipswich Town offer two match day experiences for children to take part in, these being the home mascot experience and our fly the flag experience. **The Mascot Experience** costs £150 to Junior Blues members and £170 to non-members. The package includes a full home or away kit and four free match tickets, one of which has to be for the mascot.

Our Fly the Flag Experience costs £30 and this enables children to be part of the action on match days 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. Junior Blues members will receive 10% off a Fly the Flag experience.

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 dan.palfrey@itfc.co.uk at least a day prior to the game and include their child's name, age and address. The experience includes walking pitchside and 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 800 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.

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 you're son or daughter is interested in this experience, please email dan.palfrey@itfc.co.uk at the start of each season as places are booked up extremely quickly.



Matchday Moment of Magic

A new initiative that was launched during the 2019/20 season is a 'matchday moment of magic' which sees one family per matchday go behind-the-scenes at Portman Road. Each family is selected randomly and the Club endeavour to share this around all four stands. Previous families have had the chance to walk down the tunnel 40 minutes prior to kick-off and giving them a truly unique experience. Other families have been able to watch the Town players warm-up pitchside or sit in the manager's seat!

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.

The majority of our hospitality areas also have disabled access. More information can be obtained on hospitality suitable 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 50 car parking spaces designated for match day use by disabled supporters in the local authority's public car park and these spaces are allocated on the day on a first come, first served basis.

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.

Supporters' Club

There is an active disabled supporters' club, ITDSA. Full details can be found on the Club's official website on www.itfc.co.uk.

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. It goes direct to the control room and will ensure that no one reporting inappropriate behaviour need be fearful of recrimination. STAMP IT OUT = 07834 439 429.

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 <https://www.itfc.co.uk/club/safeguarding>



Our Safeguarding officers at the Club are Stuart Hayton, Lauren Fellingham, Denise Booth, Sian Skevington and Helen Broughton and can be contacted using the details in each of our Safeguarding policies. Our Safeguarding Manager for the 2020/21 season is Mark Andrews and he will oversee any Safeguarding incidents that occur at Portman Road.

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.

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 Press Office



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 meet regularly with Supporter Groups.
- Supporters' Forum – a cross section of supporters meet with key members of the Club's management team on a Saturday morning prior to home games at least three times per season to discuss Club issues and policies under the guidance of the SLO and as per EFL regulation 115.
- English Football League customer service assessments.
- Match day 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. This season the Club has also given the advertising space on the back of our team shirts to state "Thank you NHS", something that the Club are keen to publicise following all that has happened in the world in 2020.



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 dan.palfrey@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 enquiries@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 in a position 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

The number of requests we receive far outweighs those that we are able to help. We have a charitable policy which aids us in delivering assistance to registered charities in our locality for more details please consult our Club website. <https://www.itfc.co.uk/club/company-details/charitable-requests/>

All requests will be required in writing, not by email or by phone.



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 customerservice@itfc.co.uk to arrange.

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 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; 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

Ipswich Town Football 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.

9. Community Trust

The Community Trust is the ITFC's charitable arm, working in conjunction with the Club and other strategic partners. It delivers a range of initiatives including sport, education, community engagement, social inclusion, disability and health across Ipswich and Suffolk. It is currently working with 6,000 children and vulnerable adults a week – this will increase as the Trust develops.

With the introduction of PPA (Planning, Preparation and Assessment) in schools, Ipswich Town Community Trust provide a bespoke, engaging School Sports Programme to cover PPA time; the comprehensive programme assigns qualified coaches to schools to deliver games lessons at Key Stage 1 & 2.

We also have an exciting football and education programme for young people between the ages of 16-19. The programme allows young people to continue their academic and football development through Ipswich Town Football Club.

An intensive 11-a-side football training and fixture programme will combine with an NCFE Level 3 Diploma in Sport & Physical Activity.

The Trust provides hundreds of children with a top flight, footballing experience in the school holidays every year. We have Soccer Schools running at venues across Suffolk and whether participants are new to football, or are already a budding future Blue, the Soccer Schools programme has been put together to provide a fun, holiday activity at an affordable price.

Blueys Ballers provides an introduction to football for 4 to 6 year olds that gives a mix of coaching, skill tests and mini matches on a weekly basis during term time.

The courses aim to develop a child's footballing ability, balance, coordination and social skills while getting their first taste of structured football.



Ipswich Town skill centres are weekly coaching sessions for children aged 6 to 13, who love to play football regularly. Children may play for a club or at school or may have never played before. Skills Centres link in to and feed the Elite Player Development Centres offers players and goalkeepers the chance to receive quality technical coaching sessions at venues situated in key areas across Suffolk.

The Trust's official website WWW.ITFCTRUST.CO.UK

Twitter page @ITFCCCommunity

Instagram page @ITFCCCommunity

Facebook page WWW.FACEBOOK.COM/IPSWICHTOWNCOMMUNITYTRUST

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

ITFC have introduced a continual assessment programme for stewarding personnel which will be carried out by the Stewards' Training Officer and Assessors. In the event of developmental needs being identified appropriate training, instruction and/or courses will be undertaken. We have a number of Stewards training for the NVQ in Customer Care.

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 customerservice@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:



The Independent Football Ombudsman
Suite 49
33 Great George Street
Leeds LS1 3AJ
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 it is now a requirement for English Football League Clubs to appoint a Supporter Liaison Officer, whose role includes the responsibility of the delivery of the Club's Policy with regard to supporters, acts as a point of contact for fans and liaises with the Club's Management on pertinent issues.

Updated 6th August 2020