MATCH DAY ABUSE REPORTING PROCESS

Reporting on a Match Day

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Match Day
Awareness in the first instance is raised during match day briefing stewards and staff reminded to **SEE IT, HEAR IT, REPORT IT to the control room** and **follow instructions to deal with it**

Abusive language is seen or heard or reported direct to a steward

Abuse is reported via text message To the report abuse phone

Incident is reviewed and Risk assessed by the Safety Officer and incident is recorded in the match day log

Immediate Action taken.
Stewards deployed to identify and deal with the incident, should the matter be of a criminal nature then this is reported to the Dedicated Football Officer in real time.

No Action taken
This may be because the risk is too high to deal with the matter immediately, appropriate evidence is gathered via CCTV and the ticketing system, to identify offender. Should this be identified as a criminal matter the incident and evidence is provided to the police (usually during the Safety and security meeting.

All Match Day incidents are then reviewed at the safety and security meeting.

Outcomes

- Criminal investigation by Staffordshire Police
- Club investigation by the safety team

Resolutions

- Football Banning Order (criminal investigation)
- Meeting with the supporter
- Club ban (specified or indefinite)
- Acceptable Behaviour Contract **(A.B.A)**
- Advice or warning
- No Further Action **(N.F.A)**

Incident reported through social media or away from the Match Day event

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Incident of Abuse is reported outside the match day environment, or via third party (Kick it out, Supporter groups) or via social media.

Incident is reviewed and Risk assessed by the Safety Officer. The matter is then discussed during the weekly safety and security meetings

Criminal Offence identified

The incident is reported to the Dedicated Football Officer together with all available evidence

Incident is dealt with by Staffordshire Police with the club monitoring the outcome. Any incident that does not result in a criminal prosecution could then fall back to the club to deal with

No Criminal offence identified

However, a potential breach of the ground regulations or the matter warrants further action or investigation

Incident is dealt with by The Club, if an individual is identified then The Club will conduct a meeting between the safety team and the identified individual.

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