

Cumnock Juniors Football Club

148 Townhead Street

Cumnock

KA18 1LZ



CJFC CUSTOMER CHARTER

Cumnock Juniors Football Club ("The Club") is committed to delivering the very highest standards of service to all supporters and customers. The Club recognises the special bond between the Club and its supporters. It recognises and respects the invaluable contribution the supporters have made in the past and continue to make to the life of the Club. As such, The Club will make every effort to ensure that its policies and practices are open, accessible, and communicated as effectively as possible with its supporters. The Club will annually conduct a review of its Customer Charter, making changes in accordance with the recommendations put forward from the various groups and from guidelines received from the relevant governing bodies. The Club reserves the right to make amendments at short notice to this policy, but all changes will be communicated to supporters through the Cumnock Juniors Football Club website, Supporters Group e-mail and Supporters Whatsapp Group.

1. Accessibility.

Cumnock Juniors is fully committed to providing a quality customer experience which is accessible to the widest possible audience.

- Concession prices are available for persons over the age of 65 years and free entry for supporters under 16 years. The Club retains the right to check eligibility (proof of age).
- The Club will set admission prices in line with our competitors in the WOSL and within WOSL regulations. The Club however reserves the right to review admission charges and amend at short notice if necessary. If this happens supporters will be kept fully informed via the Clubs website and Supporters Whatsapp Group Chat.
- Admission prices for Cup-Ties may be changed and are subject to the approval of the WOSL, SFA, Cup sponsor, and/or visiting club. The Club will also take account of the competition, status of the away Club and the stage of the Competition when determining Cup Tie prices. Tickets will only be sold in advance for games for which a crowd of over 1500 is expected. Season Ticket holders will have the first opportunity to buy such tickets before they are made available for the public. Consultation will take place with Away clubs to agree the ticket allocation which they will get allocated.
- The Club provides free access for supporters with registered disabilities and their carer(s).

2. Matchday.

Cumnock Juniors will provide spectators a safe and trouble-free environment at Townhead Park and will strive to ensure that the quality of service provided is of the highest standard possible.

- The Club will provide an appropriate number of stewards for home matches and they will help any spectator with entry, general queries and ensure the safety of those present.
- The Club will endeavour to make available for sale hot and cold snacks and drinks for each home match.
- Cumnock Juniors have produced code of conduct documents for Committee and supporter conduct, these documents will be used by The Club to ensure that the safety of spectators is of the highest standard possible.
- Any individual(s) who are found in breach of these regulations are likely to be ejected from the stadium and in extreme cases, the individual(s) may face a ban, withdrawal of season ticket and face possible prosecution under the Criminal Law (Consolidation)(Scotland) Act, 1995 as amended by the Crime and Disorder Act, 1998 or the Public Order Act, 1986.
- The Club will expect all spectators to refrain from foul and abusive language, taunts or gestures. In addition, racist or obscene behaviour of any kind will not be tolerated and any spectator finding an individual breaking these policies should contact the nearest Club Steward.

3. Loyalty and Membership

Cumnock Juniors recognises the loyalty of its members, supporters, and season ticket holders.

- CJFC offer a Supporters Club membership to all fans at £10.00; £20.00 and £30.00 per month, these 3 different packages offer a variety of differing rewards and benefits. All supporters receive entry into various prize draws; a monthly newsletter; their name in the matchday programme; participation in the choosing of the POTY; access to the Clubs AGM and 10% of Club merchandise at Donsport.
- Regular two-way communication with supporters, customers, sponsors, the media, and the local community remains a priority focus for Cumnock Juniors.

4. Consultation and Information.

The Club welcomes open consultation from its customers and welcomes all feedback, comments, and suggestions. This can be conveyed to any committee member, sent to the Club in writing, or emailed to the club. *** see section 8 Customer Services***

- The Club will give due consideration to all feedback, comments and suggestions implementing change where appropriate.
- The Club will communicate regularly with supporters and customers, informing them of new developments, policies, fixtures and price changes, promotions and new product launches. This will be done mainly through the Club's official web site and official social media channels.
- The Club will establish and maintain effective partnerships with all sectors of the media and will provide local newspapers with Club and squad information regarding new signings, club statistics and all other related articles of media interest.

- The Club will maintain its official web site www.cumnockjuniors.com with the latest information regarding match fixtures, cancellations, match reports, and all other related information.
- The Club will publicise its position on major policy issues through the official Club web site, official social media sites and where applicable through press releases.
- The Club will advertise the date of its annual general meeting on the Club web site and in the local newspaper.
- In line with the Clubs constitution committee members will be elected by the Club members at annual general meetings.
- In line with the Club constitution members have the right to call for an extraordinary annual general meeting if they feel the requirement to do so.

5. Community Activity.

Cumnock Juniors recognises the role it can play in generating and supporting activity both in the local community and the wider football community.

- The Club supports local charities and worthy causes allowing appropriate matchday collections and working with local groups.
- For the last 2 season the Club, courtesy of it's sponsors has promoted a local Charity on their away strip, we believe this to be unique at our level of football. This season and next we are promoting "Memories are better than Dreams", a local charity that supports the end of life wishes of children and their families.
- The Club supports local community and schools' events that promote youth football and grass roots football.
- Cumnock Juniors will support pre-arranged stadium tours to all interested parties and groups, especially school children.
- Whenever possible and appropriate the Club will promote issues such as antiracism, drug and crime. The Club supports the aims of leading initiatives such as 'Show Racism the Red Card' to tackle problems of racism in the game and has its own policy against racism.
- The Club continues to support community events through visits and appearances of the Football Players and Management where possible.
- For each home game the club will host mascots from the Cumnock Juniors Community Club. The club representative looking after the mascots will have a full Disclosure Scotland certificate, and be registered in the PVG scheme. The representative will be fully aware and compliant with all child safeguarding procedures implemented by the SFA.

6. Merchandise.

- The Club will publicise and advertise the dates of new replica kit introductions in advance of the scheduled launch date. Details of this launch date will be available from the website and other media releases.
- Both home and away replica strip designs will normally have a life span of at least two seasons, unless changes are enforced due to contractual obligations, sponsorship issues, or availability of make/model of the strips.
- The Club will only charge what it believes to be a fair price for the sale of replica kits and other associated merchandising items.

- The Club will make available for purchase all Club merchandising on the official Club web site, and from Donsport located in Cumnock town centre.
- The Club and Donsport offers refunds on all merchandise in accordance with its legal obligations. Customers should note washing instructions, especially on replica team jerseys, where these should be washed at a low temperature, and never tumble dry as this will crack the sponsors printing. Customers should also recognise that the printing of sponsors logos and team badge will/can eventually fade from the original art-work.
- The Club will not knowingly buy goods from any supplier or manufacturer who does not comply fully with the labour, safety and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement.
- Customers of Club merchandise who make purchase must agree to all terms and conditions of the sale and accept responsibility for following guidance relating to washing instructions.

7. Staff Conduct.

- The Club is committed to eliminating discrimination.
- We will not tolerate sexual or racially based harassment or other discriminating behaviour and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.
- The Club has a separate Anti-discrimination Policy.
- It is the policy of the Club that there should be equal opportunity for all. This applies to external recruitment, internal appointment, terms of employment, conditions of service and opportunity for training and promotion regardless of sex, marital status, creed, colour, race, age, disability, sexual orientation or ethnic or national origin. The Club is committed to the development and promotion of such equality of opportunity. The policy also applies equally to the treatment of our customers, clients, and suppliers.

8. Customer Service.

All Cumnock Juniors Football Club committee members and personnel are responsible for ensuring that the very highest standards of customer service and customer care are maintained.

- The Club respect the right of every supporter and customer to be always treated with the up most courtesy and respect by all Cumnock Juniors Football Club personnel.
- The Club has a separate volunteers and staff code of conduct.
- The Club endeavours to provide value for money in all areas.
- Cumnock Juniors aims to respond promptly to any contact from a customer; to enable swift processes and avoid confusion, Cumnock Juniors Football Club would prefer that all communications be made in writing via letter or email, may it be for feedback/suggestions, complaints or any requests. We will endeavour to provide a full response within 14 days. In the first instance all correspondence should be addressed to the Club Secretary. In the event that you feel your complaint has not been dealt with promptly or satisfactorily by the Club Secretary, you have the further right to progress directly through the Club President, who has overall responsibility for the Customer Charter. All correspondence should be addressed to the following: Cumnock Juniors Football Club, 148 Townhead Street, Cumnock, KA18 1LZ or cumnockjuniors@gmail.com

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