



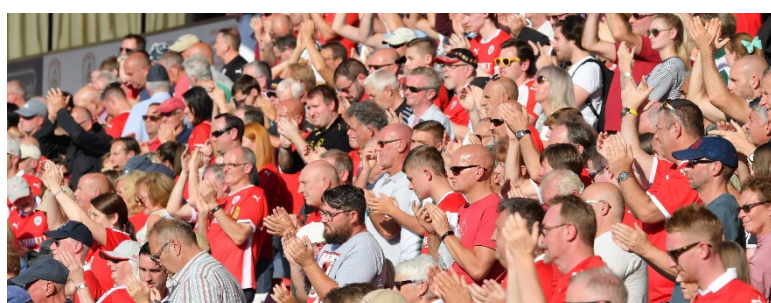
BARNSELY FOOTBALL CLUB

Supporter Charter 23/24



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WELCOME

Barnsley Football Club was founded in 1887 to serve its community and to bring them together. At Barnsley Football Club we are extremely proud of our heritage and rich history. That concept, so central to the Club's genesis in the 19th century, remains our focus today as we aim to be a source of pride in the Metropolitan Borough Council of Barnsley.

MISSION STATEMENT

Barnsley Football Club aim to fulfill the following obligations to our supporters and the local community:

- Create a safe and welcoming environment for all; we endeavor to ensure that Barnsley Football Club is a place where everyone feels valued, respected, and included.
- Develop the potential of young people seeking to achieve sporting excellence.
- Embrace and celebrate the diversity of all individuals.
- Maintain the high standards of our Barnsley FC Community Trust programmes, creating safe spaces for young people to access, and regularly deliver sessions for people of all abilities and backgrounds.
- Look after the interests of all its supporters through liaison and consultation groups.
- Uphold the standards, values and expectation of the Football League's Code of Practice relating to equality, inclusion and anti-discrimination.

WE ARE TOGETHER RED AND WE WILL NEVER FORGET OUR ROOTS.

We are immensely proud of the unwavering support we receive from our valued fans. It is at the forefront of everything we do, to ensure an exceptional matchday experience is provided to all. We strive to be open and accessible, fostering inclusivity, to provide the best service and support at all times.

This charter offers valuable insights into the Club's services, values and approach to supporter engagement and communication. It outlines our principal commitments and policies, to ensure transparency and accountability at every step.

Thank for you for your continued and loyal support.



MATCHDAY

We seek to provide the best matchday experience for all of our fans, as well as ensuring the highest standards of health and safety are maintained for the benefit and protection of everyone. If you are attending a match at Oakwell Stadium or need assistance to plan your visit, visit our [Visitor's Guide](#) [here](#) for further information.

IN THE STADIUM

Oakwell Stadium has a 23,287 capacity.

Turnstiles open 90 minutes before kick-off and once inside the stadium you can enjoy food and refreshments from our concessions stands. We encourage supporters to be in their seats at least 30 minutes prior to kick off. At half-time our Match Day presenter hosts live entertainment on the pitch with activities, special guests and interactive fan games.

TOBY TYKE'S KIDS CLUB

Toby Tyke's Kids Club is a completely free event that runs for two hours before every home match in the Ozone, located next to Oakwell's Main Reception.

Join us for loads of free pre-match fun. Get involved with our family activities, meet Toby Tyke and take part in our competitions; all organised and run by members of our Community Trust team.

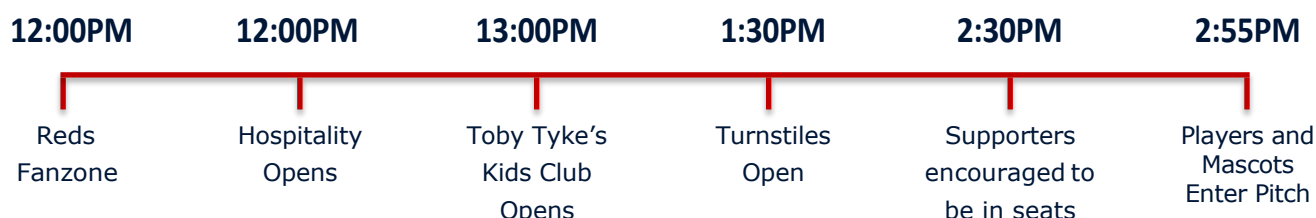
REDS FANZONE

Located to the rear of the East Stand is our dedicated fanzone featuring a variety of food and drink alongside live acts in the shape of musicians, bands and comedians, as well as hosting Q&As with current and former players, live on stage. Reds Fanzone opens three hours before the match.



MATCHDAY TIMINGS

The below follows the timings for a 3pm kick off. While the specific timings will change to be aligned with the relevant kick off time, the timeframes will remain largely the same.



BAGS

Large bags are not permitted into our stadium; this includes backpacks, briefcases, rucksacks, luggage and/ or other similar items. Small bags not exceeding **35cm x 20cm x 20cm** will be accepted.

There are no exceptions to this policy, unless you have a medical condition that requires you to bring a large bag or other equipment. If this applies to you, please contact us at reception@barnsleyfc.co.uk or call us on **01226 211211** and we will be happy to make the necessary arrangements.

FLAG POLICY

We encourage an exciting atmosphere at Oakwell and encourage all supporters to bring flags and banners, however these must adhere to our guidelines as stipulated below:

- Any item large than **60cm x 100cm** must be flame retardant and have a fire safety certificate to prove so, provided in advance of kick-off.
- The flagpole should be no bigger than **7mm** in diameter and **1 metre** in length. The flagpole material should be plastic rounded/ covered at the end.
- Flags and banners should be presented to stewards prior to entry to the stadium, where they will be inspected for compliance with these guidelines. We reserve the right to confiscate any flags or banners brought into the stadium without prior approval.
- We reserve the right to refuse the allowance of flags or banners to be displayed, particularly if the content is deemed to be offensive, insensitive, discriminatory, defamatory, or inflammatory.
- Any item that the Club or any of its employees deem possible to be used as a potential weapon and/ or compromised public safety will not be permitted inside Oakwell.

GROUND REGULATIONS

Entry to Oakwell is expressly subject to acceptance by a supporter of the Ground Regulations and the rules and regulations of FIFA, UEFA, the Football Association, the Premier League and the EFL in respect of the relevant competition.

To view our full Ground Regulations, please [click here](#).



TICKETING

All match ticket information, including details of pricing and selling criteria, will be updated on a regular basis and made available via our official website, barnsleyfc.co.uk/tickets.

A brief summary of the Club's ticket policy can be found below:

- Match tickets are available to buy online, in person at our Box Office or over the telephone. Booking fees may apply.
- Entry into the stadium will be via a digital or paper ticket or Print@Home ticket only.
- When a disabled supporter is unable to attend a match, the Personal Assistant must upgrade their ticket.
- Under 14s are not allowed in the stadium without being accompanied by an adult (over 18).
- To best protect the safety and wellbeing of babies and young children, under 2s may only be admitted to the stadium with prior express authorisation of a Club steward.

We ask that you conduct your own personal risk assessment prior to purchasing a match ticket, factoring in all aspects of your experience, for example how you will travel to the stadium and the facilities you need access to that may or may not be available.

ABANDONED/ POSTPONED MATCHES

If a match is postponed **before kick-off**, supporters in possession of pre-purchased match tickets will be able to use them when attending the re-arranged match.

If a match is abandoned **after kick-off and before the half-time** interval, ticket holders will be offered half-price admission to the re-arranged fixture.

A valid ticket from the postponed or abandoned match must be produced, as directed by the Club, to activate the free or reduced-price admission.

Full details about a specific fixture which is postponed or abandoned will be made available on the official Club website as soon as possible and the visiting club informed.

FIXTURE CHANGES

The complex combination of fixture scheduling and TV selections in the EFL, as well as Cup fixtures for the Carabao Cup, Emirates FA Cup and EFL Trophy means certain matches may be subject to change of match date and kick-off time. It is the responsibility of the ticket holder to ascertain the rescheduled match date and kick-off time, which communicated through the Club's various communication channels.

The Club is not liable for any travel or accommodation costs incurred or lost because of these fixture changes and no refunds or compensation will be paid in these circumstances. Tickets which have been purchased, along with season tickets (should they be paid up to date), will be valid for the rearranged fixture.



AWAY FIXTURES

Tickets for away fixtures are available to purchase online, in person at our Box Office or via the telephone. Booking fees may apply.

Tickets will go on sale after we have received communication from the away club about the allocation which we will receive and the prices of the tickets. The tickets will be sold in a priority order for season ticket holders, Centenary members, and then general sale. The sale dates will be published on our official Club website along with the allocation details and ticket prices. All prices and selling instructions will be determined by the away club. In some instances, we may use the loyalty points system to sell away tickets. Should the loyalty points system be used, the number of points required will be published on our official Club website.

RETURNS/ REFUNDS

Tickets can be returned to our Box Office for a full refund, prior to kick-off. Refunds cannot be given once the fixture has commenced.

RESTRICTED CAPACITY FIXTURES

Should any games be played with a restricted capacity, an announcement will be made as to the ticketing allocations for these games. We will aim to contact any supporters who may be affected by these changes as soon as possible.

DATA PROTECTION

Each purchaser acknowledges and agrees that the personal data provided by the purchaser to the Club in the purchase of tickets shall be collected, stored and used by the Club in accordance with the Data Protection Act 2018 and General Data Protection Regulations 2016/679, and the Club's privacy policy which is published on our website.



PARKING AND TRAVEL

The Club, the Barnsley Metropolitan Borough Council and local transport operators work together to provide the services that you need to both arrive at the stadium in good time and get home safely. We urge supporters to always make sure you plan your journey in advance and check with your local transport operator for the most up to date travel advice on your route.

Please see our directions and parking information page [here](#) for help with any queries you may have.

ACCESSIBLE PARKING

For matches at Oakwell Stadium Blue Badge parking is available on-site in the South Stand car park; these are allocated on a seasonal basis. Additional easy access lanes are reserved for matchday sales on a first come, first served basis and are charged at a standard rate of £5 per car. Please call our Reception on +44 (0)1226 211 211 to discuss further.

ROAD CLOSURES

Please note that a road closure operates immediately before and after events at Oakwell Stadium to allow pedestrians to leave safely. This is in place for approximately 30 minutes prior to kick-off and 30 minutes following the final whistle, subject to GMP approval.

Roads affected by the closures before and after an event at Oakwell Stadium are as follows:

- Grove Street – at its junction with Pontefract Road
- Belgrave Road – at its junction with Windermere Road
- Beevor Court – at its junction with Pontefract Road



STADIUM MAP





ACCESS AND SAFEGUARDING

Barnsley Football Club is committed to ensuring all supporters have a positive matchday experience.

DISABLED SUPPORTERS

We work closely with our disabled supporters to reduce barriers to enjoying football and are always looking for new ways to ensure a fully inclusive and equal experience for all.

As part of our commitment to making the matchday accessible we provide disabled supporters who need assistance a ticket at no additional cost so as personal assistant/ essential companion can attend a match alongside them. The personal assistant/ essential companion must enter the stadium with the disabled supporter to whom the ticket was issued.

WHEELCHAIR POSITIONS and AMBULANT SUPPORTERS

Supporters are encouraged to sit anywhere in the stadium that best suits them. The Box Office team can provide advice on the best seats required to suit a specific need.

We have wheelchair accessible viewing positions located in both the corner stand (inside) and the South Stand (outside) of Oakwell Stadium, offering a good level of choice for supporters. Wheelchair accessible viewing positions are also available to away supporters in the North Stand of Oakwell Stadium.

In addition, we have ambulant accessible viewing positions located in the inside corner stand of Oakwell Stadium at a slightly elevated level.

VISUALLY IMPAIRED SUPPORTERS

We can accommodate visually impaired supporters in all parts of Oakwell Stadium.

Full match commentary is available via free earpieces which can be collected from our Main Reception in the South Stand of the stadium. Announcements and supporter information will be carried via the public address system.

If you have any feedback and/ or suggestions, please contact edi@barnsleyfc.co.uk.



SAFEGUARDING

We strive to ensure that everyone in our care or attending our Stadium feel safe and free from risk of harm. The Club takes its safeguarding responsibilities very seriously and we are committed to creating a safe and positive environment for all.

On a matchday, there is a designated Safeguarding Officer on duty. We ask all visitors to Oakwell Stadium to support the Club in safeguarding children, young people and adults at risk, If you see, hear or even suspect something inappropriate has occurred between an adult and someone who could be deemed vulnerable; we urge you to report it to a member of staff.

RECRUITMENT AND TRAINING

Everyone working at the Club has a duty of care to safeguard the welfare of children and young people by creating an environment that protects them from harm. Our standards of practice ensure that all staff are fully aware of their responsibilities.

The Club confirm that all staff that have direct responsibility for children, young people and/ or adults at risk have been subject to a robust recruitment process which includes checks, training, and monitoring.

POLICIES AND PROCEDURES

We develop and implement effective policy, appropriate procedures and good practice in order to protect all children and other vulnerable people who attend the Club's activities. Our safeguarding policy is a comprehensive resource that provides information on how good practice is embedded and promoted across our activities.

To view our full Safeguarding Policy, please [click here](#).

GOVERNANCE

The Club complies with government legislation relating to safeguarding children and other vulnerable people. We also adhere to our regulatory requirements set by the Football Association and the English Football League.

Further information is available at <https://www.barnsleyfc.co.uk/club/SafeguardingFramework/> or you can email our Designated Safeguarding Officer, Kelly Robinson-Walton at kelly.robinson-walton@barnsleyfc.co.uk where all matters will be treated in the strictest of confidence.



EQUALITY AND DIVERSITY

At Barnsley FC we strive to ensure that everyone who attends our matches or events has a positive experience free from the worry of being targeted by abuse or intimidation. We operate a zero-tolerance approach to all discriminatory and abusive behaviour based on race, ethnicity, heritage, gender, age, disability, health condition, neurodiversity, religion, sexuality, or self-expression.

We are committed to:

- Promoting inclusion and eliminating discrimination both from football and within our business.
- Raising awareness and providing training and education to promote inclusion and eradicate discrimination within football.
- Ensuring all staff, officials, spectators, supporters and visiting teams are treated fairly and respectfully with full regard to the protected characteristics of the Equality Act 2010 (namely, age, disability, gender reassignment, marital status or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).
- Providing access and opportunities for all members of the community to take part in and enjoy our activities.

MATCHDAY TEXT SERVICE

On a home matchday at Oakwell Stadium, you can report incidents or concerns to a steward or use the Kick It Out app. Alternatively, you can report any incidents or concerns directly to Barnsley FC's Match Control. You must start your text with **ALERT**, then your message and send to **60777**. Please include as much information as possible, including the Stand, Row, seat number and names of where the incident or your concern occurred.

WE ASK FANS TO JOIN US IN CREATING A POSITIVE ENVIRONMENT AND ATMOSPHERE, WHERE WE ARE TOGETHER RED.

We are proud to work with a range of partners to promote inclusion in football:





SANCTIONS AND BANS

When attending a match at Oakwell Stadium and purchasing a ticket you must be aware of, and adhere to, the terms and conditions of sale, Ground Regulations and any applicable Code of Conduct. These can be found on the Club's official website.

Failure to make yourself aware of these conditions, and follow them at all times, may lead to a sanction being applied in line with the Club's official sanction process. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the Police and other authorities where a criminal act has taken place.

ADDITIONAL INFORMATION

1 The Club's Safety Officer will conduct a full investigation following receipt of a formal complaint via a steward on matchday, through the Kick It Out app, through the Club's email/ text service, or Supporter Services following the matchday. The Safety Officer shall also determine if a complaint constitutes a "standard" case, in which case they shall inform the Club's Sanction Panel of the action taken or a "complex" case, in which case the Sanction Panel shall be convened to determine the action taken.

2 Examples of the factors which may be considered by the Sanction Panel when applying any sanction shall include but not be limited to: any previous offence committed by the supporter, age of the supporter, multiple offences committed in one incident, safety risk to other individuals and intent. The Panel will also consider any reasonable mitigation offered by the supporter when deciding the level of sanction applicable.

3 If the Club reasonably believes that there is a genuine risk of reoffending and/or any risk to other supporters or staff, then the Club reserves the right to impose a temporary suspension of a supporter's Season Ticket or their ability to purchase match tickets, prior to making any further decisions. In such circumstances the Club will communicate with the supporter in writing and will provide the facts and evidence it has based its decision on.

4 The Club may impose a sanction independent of any action/sanction applied by the police and/or other relevant authorities. The Club will proactively provide relevant information to the Police and/or other relevant authorities to assist with their investigations.

5 Any supporter issued with a sanction by the Club further to this sanction process and procedure shall not be entitled to any refunds unless the Club informs the relevant supporter otherwise.

6 All formal correspondence shall be provided to the supporter via post or email and sent to the details which are registered on the supporter's account.



SANCTIONS AND BANS

We appreciate that no two incidents are the same. Our Safety and Security Team will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. The table below indicates the type of penalties that may be issued against supporters. Please note this is intended as guidance only and we reserve the right to suspend a supporter's account whilst the investigation takes place.

Supporters are also advised that:

- Bans may carry over from one season to the next.
- The Club reserves the right to uplift or apply additional sanctions not shown.
- Parents/ Guardians will be held responsible for any offence committed by children under the age of 18.
- Children over the age of 16 may be subject to a sanction.
- Supporters will be required to sign an Acceptable Behaviour Agreement before they return to the Club. Supports may also be required to take part in an education course.
- The number of match bans apply to home matches only, but restrictions apply to all matches (home and way) under the number of home match bans has been.

LEVEL	BREACH OF REGULATION	POSSIBLE SANCTIONS
1	<ul style="list-style-type: none"> • Smoking/vaping. • Alcohol offences (not involving police). • Persistent standing/ standing on seats. • Anti-social behaviour (e.g., persistent use of foul and abusive language, excessive gesturing towards opposition supporters, 'horseplay' impacting others). • Conduct that compromises the safety of spectators and/ or others. • Non-co-operation 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. 	<ul style="list-style-type: none"> • Safety standards letter. • Written warning. • Acceptable behaviour contract • Suspended club ban. • Club ban (maximum three home matches). • Five-match ban for breaches away from home. • Sanction doubled if there is a repeat of the breach within one year. • Educational and restorative justice options will also be available.
2	<ul style="list-style-type: none"> • Deliberate damage to property. • Missile throwing. • Pitch encroachment. • Reckless/ intentional damage to club property over £100. • Aggressive language/ behaviour. • Assault on club premises. • Use of possession of pyrotechnics. • Use or possession of illegal drugs. • Use of prohibited items as per ground regulations. • Serious public disorder/ anti-social behaviour. • Hate crime/ discrimination (including online). • Breach of existing club ban. 	<ul style="list-style-type: none"> • Written warning. • Lengthy ban. • Indefinite club ban subject to two-year review. • Educational and restorative justice options will also be available.



SUPPORTER ENGAGEMENT

We aim to keep supporters up to date through forums, questionnaires, focus groups and by the publication of current policies on major issues in a clear and precise manner. These include:

- Regular dialogue and meetings with local community groups.
- Regular meetings with recognised supporters' associations/groups.
- Fan forums
- The official club newsletter.

Barnsley Football Club is committed to maintaining regular and open dialogue with supporters through a variety of communication platforms and in accordance with Government guidelines, we are committed to holding at least two, if not more, Supporter Engagement Panel meetings per year with senior club officials.

Our website is regularly updated with the latest Barnsley Football Club news, highlights, and interviews as well as information regarding the Club, tickets, hospitality and other areas. Details of any major policy decisions or changes at the club will be published at barnsleyfc.co.uk.

SOCIAL MEDIA

The Club uses Twitter (twitter.com/barnsleyfc) where it communicates with over 150,000 supporters and followers. Our Facebook account (facebook.com/barnsleyfc) provides information and photos to supporters. You can also follow us on Instagram (instagram.com/barnsleyfc).

iFOLLOW

iFollow Barnsley is a comprehensive video-on-demand service provided by the Club in association with the EFL, designed to offer fans an immersive experience for both UK and overseas fans.

The platform boasts a range of features including live streaming of matches, giving fans the opportunity to watch the action unfold in real time. Additionally, it also offers pre- and post-match reactions, ensuring fans are up-to-date with the latest news and opinion before and after each game. This includes interviews with players, coaches and staff at Oakwell, enhancing the overall match experience.

For fans who prefer an auditory experience, iFollow Barnsley offers live audio commentary for matches. This feature is perfect for those who want to follow the action while on the go or those who enjoy a more immersive audio experience.

To access iFollow, please [click here](#).



SUPPORTER GROUPS

We are proud to work with and support our supporter groups, including:



BARNSELY FC SUPPORTERS TRUST

The Barnsley FC Supporters Trust (**'the BFCST'**) was formed following the merger of the Barnsley FC Supporters' Society and the Official Barnsley FC Supporters' Club in 2005. The Trust hold regular meetings with the Club to discuss a wide range of issues and topics which are important to Barnsley supporters. It also supports the Club's initiatives to enhance the matchday experience for everyone attending Oakwell.

The BFCST is a member of the Football Supporters Federation (FSF).

The BFCST is made up of voluntary members. It is run by a board of 6-10 people, all elected by the members on an annual basis at the AGM.

You can find more information about BFCST at <https://bfcst.co.uk/>.



COMMUNITY COMMITMENT

Barnsley Football Club is committed to being a good neighbour to the residents of Barnsley.

We ask that all visitors to Oakwell and surrounding areas respect the homes and property of the residents by carefully disposing of their rubbish, using the toilets provided on the Campus, adhering to the residents parking scheme and being mindful of noise and disruption as they arrive and leave the stadium.



STEWARDING

The Club deploys one steward per 250 of anticipated attendance to undertake a mobile role. This stewarding number is increased when participating in high profile fixtures. In addition, a fixed number of stewards are deployed at strategic points within the North, East, South, West and Corner Stand.

Stewards are clearly visible by their dress and their main task is to ensure the safety of all spectators by following a training programme aligned with the National Occupational Standard (NOS) for spectator safety.

- Prepare for spectator events;
- Deal with accidents and emergencies; and
- Control the entry, exit and movement of people at spectator events.

The Club undertakes an annual inspection of its premises, its ability to take reasonable precautions for the safety of supporters, review of policies and procedures and its effectiveness in communicating with the Police, Fire and Rescue and Ambulance services in line with the Safety of Sports Grounds Act 1975.

There are grounds for an appeal for supporters that are subject to a Barnsley FC stadium ban (but not subject to being banned via a court procedure) and for those that have already completed a ban from the courts. These are usually carried out in consultation with the Club's Safety Officer and South Yorkshire Police, and other nominated officers (where applicable). Appeal decisions are final, following an appeal.

STAFF CONDUCT

The Club prides itself on our high standards and commitment to customer service. Specifically, we expect all of our staff to treat supporters with due respect and courtesy, to act upon feedback and complaints responsively and to treat all persons equally.



BARNSELEY FC COMMUNITY TRUST

Barnsley FC Community Trust believes in the power of both sports and community to transform lives. Through their focused delivery in key areas such as Health and Wellbeing, Education and Employability, Inclusion and Participation, they strive to make a tangible difference in the lives of individuals and the community.

The charitable arm of Barnsley FC delivers charitable and community activities across all areas of the Borough. Their reach is extensive, engaging between 8,000 and 10,000 beneficiaries each season, spanning an age range from 2 to 100 years old.

Over 50 sessions per week are delivered in the heart of the community. Activities are aimed at

supporting the local community through a variety of delivery methods. Key target aims of the programmes delivered include:

- Improving physical and emotional health and wellbeing.
- Encouraging active, healthy lifestyles.
- Increasing participation in sport/ exercise.
- Improving learning, skills, and life chances.
- Building stronger and more resilient communities.
- Tackle social isolation and loneliness.

The Charity delivers activities not only at Oakwell but within local communities with a commitment to stronger,

healthier, and more inclusive Barnsley.

To find out more, visit barnsleyfccommunity.co.uk or email community@barnsleyfc.co.uk.

OUR MISSION IS TO USE THE POWER OF **BARNSELEY FC** TO INSPIRE, IMPROVE AND POSTIVELY CHANGE LIVES IN OUR COMMUNITY.



BARNSELEY FC COMMUNITY TRUST



CONTACT US

We are proud of our relationship with our fans and constantly strive to improve our customer experience. You can contact us using one of the following methods:

Department	Telephone	Option	Email
Ticketing	01226 211 211	1	boxoffice@barnsleyfc.co.uk
Retail	0333 014 5346	-	customer.services@fanaticsretailgroup.com
Stadium/ Matchday	01226 211 211	8	reception@barnsleyfc.co.uk
Hospitality	01226 211 211	3	hospitality@barnsleyfc.co.uk
General Enquiries	01226 211 211	8	reception@barnsleyfc.co.uk
Barnsley FC Community Trust	01226 211 211	6	community@barnsleyfc.co.uk

SUPPORTER LIAISON OFFICERS

The Club's Supporter Liaison Officers (SLO) are Alan Bloore and Ray Brammer. The role of the Supporter Liaison Officer is to act as a point of contact for supporters and also to deliver the Club's policy with regards to its stakeholders and to liaise with the Club's management with regards to supporter issues.

Alan Bloore and Ray Brammer

Supporter Liaison Officer
Barnsley Football Club
Oakwell Stadium, Grove Street,
Barnsley, S71 1ET
Email: slo@barnsleyfc.co.uk

DISABILITY ACCESS OFFICER

The Club's Disability Access Officer is John Bird. The role of the Supporter Liaison Officer is to act as a point of contact for disabled supporters and is responsible for supporting and advising their Club in relation to improving access and inclusion for all.

John Bird

Disability Access Officer
Barnsley Football Club
Oakwell Stadium, Grove Street,
Barnsley, S71 1ET
Email: john.bird@barnsleyfc.co.uk



COMPLAINTS

Whilst we aim to deliver a high level of customer satisfaction, we acknowledge that sometimes things don't work as we expect them to. If that happens, we'll do our best to put things right as quickly as we can.

If there is an issue you'd like to talk about, or you have a complaint, please speak to a steward or a member of staff in the first instance. It is important to us that you raise any concerns you may have as soon as you can to help us bring the issue to resolution in a timely manner. If your issue or complaint cannot be resolved on the day or is concerning another matter, please contact us via email or in writing:

- Email us at **reception@barnsleyfc.co.uk**
- Write to us at **Oakwell Stadium, Grove Street, Barnsley, S71 1ET.**

We will do our best to settle your complaint within 7 working days. If it takes longer than this, we will tell you the likely timescale and keep you informed of our progress throughout. When we have completed our investigations, we'll explain what we've found and what we propose to put things right or ensure your complaint is handed over to the correct department.

We hope there won't be a need to move on any further but if, after following our complaints process in full, you're not satisfied with our final response or we haven't been able to resolve your complaint within 8 weeks, then you can pass your complaint over to the Independent Football Ombudsman:

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

Email: contact@theifo.co.uk

To view our full Complaints Policy, please [click here](#).



BARNSLEY FOOTBALL CLUB

Supporter Charter 23/24