

Updated Guidance January 2020



**Equality  
Advisory**

## **Reporting Discrimination Guidance 2019/2020**

A guide to provide support to players, clubs officials, match officials, clubs, leagues & spectators in football in relation to the processes and procedures of reporting discrimination to Kent FA, KickIt Out or The FA.

[www.kentfa.com](http://www.kentfa.com)



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# **Details Required When Reporting**



**This guide is to provide guidance to all those involved in Football around reporting incidences of discrimination, to the Kent FA, Kick It Out or The FA.**

The information contained within this guidance outlines what details are required to report any discriminatory incident that anyone in Kent may have experienced in football. In all instances, it is imperative that you report any issues of discrimination and let us know.

When reporting an incident it is important to provide as much detail as possible about what happened. We recognise that this process can be difficult, and may be distressing, but it is vital that you mention key pieces of information. Some of the key facts that we will want to establish are as follows:

- Where and when did the incident(s) take place?
- What exactly happened?
- Who said/did what to whom?
- What are the relationships/roles of the parties involved in the incident?
- How close were you to the incident and did you have an unobstructed view?
- Did you witness the incident first-hand or was it reported to you? If so, by whom?
- What are the names and/or descriptions of those involved in the incident, including other possible witnesses?
- What happened after the incident and has it been reported to anyone else e.g. the police?
- Is there anything else we should know - e.g? Past history between the parties?

The recent development of social media has led to this being a vehicle for people to exhibit discriminatory behaviour. Some of the key facts relating to discrimination via social media that we will want to establish are as follows:

- What format did you observe the discrimination?
- (i.e. Twitter; Facebook; Instagram etc)?
- Can you provide links to the page?
- Can you provide a screenshot of the comment?
- Can you provide details of the account(s) and name(s) of those involved?

This list of questions is not exhaustive. However, it should provide a good guide to the type of information which is needed for the matter to be assessed properly.

# ***Matchday Incidents Protocol for Club Officials and Match Officials***



**Protocol for Club Officials and Match Officials dealing with discriminatory abuse aimed at Players, Managers or Match Officials by Spectators at Grassroots level.**

This protocol specifically aims to deal with the match day process for match officials where discriminatory behaviour by spectators is witnessed at football matches at Grassroots level.

## **Match day process and responsibilities**

Club representatives are responsible for monitoring, reporting and acting on any abuse from their spectators.

This protocol applies specifically where incidents are heard or witnessed by players, managers or match officials on the pitch. It aims to ensure that any discriminatory abuse directed at players, managers or match officials is effectively addressed and that Participants feel protected.

Offenders should be identified and dealt with efficiently by the clubs while ensuring that the match, where possible, is not unduly interrupted.

- The incident should in the first instance be brought to the attention of the match referee during a break in play.
- The match referee should report the incident to a relevant responsible club representative. The identity of that club representative will vary game to game and the match official will determine the best person from the club to assume this responsibility and is likely to be the Secretary, Manager or other Club Official.
- The club representative should seek to identify the person/people responsible and take appropriate action while the match continues in order to stop the abuse.
- If, within an amount of time agreed by the match referee to the club representative, the problem continues, the referee may remove the players from the field and suspend the match, allowing the club representative a further opportunity to deal with the problem.
- If in the opinion of the match referee the matter cannot be dealt with satisfactorily and the welfare of any participants, in terms of the threat of continued abuse, remains at risk, the match referee should consider abandoning the match.
- Any decision to suspend or abandon a match should be taken solely by the match referee after full consultation where deemed appropriate with both team managers and captains.

Whilst this protocol is aimed at incidents of discriminatory abuse by spectators, the match referee must report all incidents brought to their attention to the relevant County Football Association as an extraordinary incident even if they themselves did not hear the abuse.

Any person that witnesses any form of discriminatory abuse should report the matter on match days immediately to the match referee and submit a follow up report to the local County Football Association. If a person does not feel comfortable in reporting the matter to the County FA they should report the matter to kick it out to [info@kickitout.org](mailto:info@kickitout.org) or through the Kick it Out app.

# ***The Process & Who to Report to (Using The FA Reporting Process)***



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You can report details of any incident to the FA, by completing the following online form:

[https://forms.office.com/Pages/ResponsePage.aspx?id=kCXJRcbM-](https://forms.office.com/Pages/ResponsePage.aspx?id=kCXJRcbM-UaA_5_I2e3e0e6UslhSm7FEthtMU8M82IBUOVdBSkhONlCxWDZQQkNWT0ozQ1pHREkzMS4u)

[UaA\\_5\\_I2e3e0e6UslhSm7FEthtMU8M82IBUOVdBSkhONlCxWDZQQkNWT0ozQ1pHREkzMS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=kCXJRcbM-UaA_5_I2e3e0e6UslhSm7FEthtMU8M82IBUOVdBSkhONlCxWDZQQkNWT0ozQ1pHREkzMS4u)



Kent FA is determined to provide an inclusive football experience for anyone who wishes to play, coach, officiate, administer, support or be involved in any role in English football. Discrimination has no place in football. It can be upsetting and hurtful. So, when you tell us about it, we listen and we act.

We investigate every report on discrimination we receive and treat each one seriously, so you can be sure that you're being listened to with confidence.

## **The FA Process — We act. We'll tackle it.**

### **We act -**

Once you've filled in the online report form on The FA.com website and submitted it, the central FA team will share the case with the local CFA and oversee the process.

A CFA investigation then takes place. The evidence will be reviewed and a charge, if one is made, will be determined.

### **We'll tackle it -**

If a charge is made by the CFA, a disciplinary commission appointed by The FA will review the case.

The alleged offender will be asked for a response to the allegation, and all identified witnesses will be asked to make a statement too.

Once the disciplinary commission have completed the hearing, the offence is either proven or not proven. Any outcome would be subject to appeal.

## ***The Process & Who to Report to (Reporting to Kent FA)***



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### **Alternatively, you can report discrimination to us directly at Kent FA**

All investigations are confidential and any information relating to an investigation will not be made public, in line with the Data Protection Act. The outcome of any investigation will be communicated to all parties involved in it.

The Kent FA may share information confidentially with other organisations such as The FA, Kick It Out or the Police. The Kent FA may also put an investigation on hold pending the result of another agency's inquiry. This is most likely if an incident is serious enough that the police are involved.

### **You can send details of any incident to Kent FA via email or post:**

For email correspondence please send your report into **[discipline@kentfa.com](mailto:discipline@kentfa.com)**

For postal correspondence please send your report to the following address:

Discipline Department  
Kent FA, Invicta House ,  
Cobdown Park, London Road  
Ditton Nr Aylesford,  
Kent  
ME20 6DQ

**If you would like to discuss your complaint with a member of Kent FA staff please call the following number: 01622 791850**

**The Kent FA has an Equality Action Group which advises the County Association on how it can work in the most inclusive way.**

If you would like to contact the group for any further advice please contact Toby Elgar ([toby.elgar@kentfa.com](mailto:toby.elgar@kentfa.com)) , the Kent FA Equality and Diversity Officer, who can put you in contact with the group.

In addition to this The FA has a dedicated free phone reporting line (0800 085 0508) and e-mail address [reportdiscrimination@thefa.com](mailto:reportdiscrimination@thefa.com) for people to report any allegation of discrimination.

You can also report discrimination to Kick It Out on 0800 1699 414 or by completing an online reporting form on their website at: [www.kickitout.org/report\\_it.php](http://www.kickitout.org/report_it.php)