



# Lancashire Football Association

## Zero Tolerance for Abuse Policy

### Foreword by the Chair

Lancashire FA is keen to maintain positive, strong working relationships with the football community, based on mutual respect and understanding. Whilst generally all footballing community members agree with this and use our services harmoniously, on rare occasions this is unfortunately not the case.

The organisation considers the health, wellbeing and safety of all our staff, including Directors, to be of paramount importance, and has a zero tolerance for any verbal or physical abuse, or any intimation of a threat to its staff community. This policy has been put in place to clarify the repercussions should any member of our staff experience unacceptable behaviour from the football community that we serve so proudly.

**Mr David Flory**

Lancashire Football Association Chair  
April 2023



# Policy

## Principles Underpinning the Policy

Staff, including Directors, have a right to carry out their duties without fear of being attacked, abused or threatened verbally or physically either in person or via the telephone or electronic means, and Lancashire FA takes it very seriously if a member of staff is treated in an abusive, violent or threatening manner.

## Mutual Respect

To successfully provide our services a mutual respect must be maintained between Lancashire FA staff and members of the footballing community.

All Lancashire FA staff live the Lancashire FA values of integrity and caring when providing their services, aiming to be as patient, polite, helpful, respectful and sensitive to individual needs and circumstances as possible.

We respectfully ask that members of the footballing community are equally respectful and patient, being mindful that our staff are often responding to a multitude of varying tasks and situations.

## Unacceptable Behaviour

In order for Lancashire FA to maintain excellent relations with the footballing community, we would ask all members to read and take note of the types of behaviour towards our staff, which may be in person, written directly by letter, email or messaging app or on a social media platform, that we consider unacceptable:

- Use of bad language or swearing
- Any physical violence, or the threat of physical violence
- Verbal abuse, including verbal insults
- Racial abuse or sexual harassment
- Persistent or unrealistic demands or badgering that cause stress to staff

The list above is non-exhaustive and provides a flavour of the type of behaviours that are considered unacceptable.

## Responding to Unacceptable Behaviour

Any aggressive behaviour towards our staff, be it violent, abusive or threatening, will not be tolerated and could result in removal from The County Grounds, a permanent ban from the premises or football matches, a charge under the FA's Disciplinary Procedures or the Police being contacted depending on the circumstances.

The Chief Executive Officer's decision in respect of appropriate action is final.

## Policy/Procedure Review

This policy is reviewed on an annual basis.