



THE FA CUSTOMER CHARTER 2013

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INTRODUCTION

WELCOME TO THE FA
CUSTOMER CHARTER FOR 2013

The Football Association recognises the vital importance of supporters to our national game. We know that it is only by talking to you directly that we can hope to understand your opinions on how we can continue to make the game we all love better for everyone involved. As such we aim to listen to supporters at every level and we are determined to provide a continually high level of service to all supporters and fans. We value the feedback we receive from supporters and details of what you can expect from The FA are highlighted throughout this charter.

WHO WE ARE

THE FA WAS FOUNDED IN 1863 AS THE GOVERNING BODY OF THE GAME IN ENGLAND. WE ARE RESPONSIBLE FOR DEVELOPING AND REGULATING THE GAME AT ALL LEVELS, FROM INTERNATIONAL FOOTBALL TO THE GRASSROOTS.

As an organisation we have three key goals:

1. Football for Everyone – To give everyone who wants to participate in the game the opportunity to do so in a safe and welcoming environment.
2. Build Winning Teams – To ensure that across English football we are doing everything we can collectively to build winning teams, male and female, at every age and ability.
3. Govern the Game Effectively – To be responsible for governing the game effectively, making the right decisions, and working with all English stakeholders, to develop the right rules on behalf of the whole game.

Our Key Responsibilities

- Get more people playing the game.
- Develop better players and coaches from all backgrounds.
- Provide a safe and inclusive experience in football.
- Protect and improve football facilities.
- Grow the women's game.
- Improve the technical abilities of our teams and players.
- Prepare players for International Tournaments.
- Make Wembley and St. George's Park inspirational homes for England teams.
- Organising a number of national competitions, including The FA Challenge Cup.
- Ensure the right rules are in place for football.
- Improve the decision making process in football.
- Apply the rules consistently and transparently.



2013: THE YEAR AHEAD FOR THE FA

**2013 IS THE FA'S 150TH ANNIVERSARY YEAR
AND PROMISES TO BE AN EXCITING ONE.**

As well as delivering our three key goals the organisation will also be:

- Celebrating our 150th anniversary by hosting the Champions League final at Wembley and welcoming Brazil, Republic of Ireland and Scotland.
- Celebrating our 20th anniversary of running women's football with our new 5 year strategy to support Women's football including a second elite league and a new elite development unit.
- Implementing extensive proposals to change the formats of youth football and enhance technical player development right across the youngest age groups in the game.
- Developing our coaching strategy from our new home at St. George's Park, the English game's new National Football Centre. St. George's Park will be an inspiring home for coach education at every level of the game and will aid us in the registration of 18,000 licensed coaches. St. George's Park is also the home of all 24 England teams including the men's senior team.
- Preparing and supporting all England teams in their various FIFA/UEFA qualifying campaigns and participation in tournaments.





Delivering our goals

As a not-for-profit organisation The FA invests over £60m a year back into English football with over £41m going into the grassroots of the game. This investment comes from the income generated by The FA's broadcast and sponsorship partnerships and has helped to deliver:

- Over 3.7m children participating in FA Tesco Skills programme courses for children aged 5-11.
- A huge increase in registered women and girls playing football since The FA took over the brief 20 years ago (from 80 teams to over 6,500). Now 1.3 million women and girls play and it is England's 4th biggest sport in terms of participation numbers.
- A 6.5% increase in mini-soccer participation in the last three seasons.
- An increase in the number of disability football teams from 384 to over 1,200 in the last four seasons.
- An 11.9% increase in active referees in the last four seasons.

FA150

SUPPORTING FOOTBALL SINCE 1863

THE FOOTBALL ASSOCIATION IS CELEBRATING ITS 150TH BIRTHDAY IN 2013.

The History

The modern game of football was born on 26 October 1863. Ebenezer Morley, a solicitor and sportsman living in Barnes in south-west London, thought that football should have a set of rules in the same way that the MCC had them for cricket. His initiative led to the meeting at which, on his proposal, The Football Association was formed.

The captains, secretaries and other representatives of a dozen London and suburban clubs met at the Freemasons' Tavern in Great Queen Street, near to where Holborn tube station is today. Their purpose was to form an Association with the object of establishing a definite code of rules for the regulation of the game.

The FA's intention was to standardise the rules, to iron out differences, not to create a new game. Morley became The FA's first secretary, later its president, and he drafted modern football's first rules at his home in Barnes. The first match under those rules was played at nearby Limes Field on 19 December 1863. Barnes and Richmond drew 0-0.

The Freemasons' Tavern was extended and remodelled from 1905 and renamed

the 'Connaught Rooms' in honour of the Grand Master, the Duke of Connaught. At around the same time Limes Field was built on with housing that is now in 'Limes Field Road'.

Before The FA was formed football was in a hybrid, nebulous state. Today it spans a world that is caught up in the magic of its special thrill. To those men of a clear vision and high resolve who first gathered together at the Tavern we owe a great debt. From them has flowed an ocean of enjoyment, of fun, and humour, and many life-long friendships struck.

The tagline 'Supporting football since 1863' affirms The FA's commitment to growing the game from the grassroots and to providing the framework for all to enjoy football.

The Football Association is still the organisation that controls all football played in England. There are now 'Football Associations' in more than 200 countries, while The FA is a proud member association within UEFA and FIFA, the European and world governing bodies.





The FA will use the whole of the year to bring its unique history to life, telling the story of the founding fathers who helped pave the way in its formative years. The spotlight will also turn on those who have helped across the decades to make football England's favourite game. Looking forward, the aim will be to establish positive lasting legacies while educating, engaging and exciting the nation with a fantastic fixture list of matches and events.

The calendar includes:

- England international matches including Brazil, Scotland and Republic of Ireland at Wembley, plus an away international in Brazil
- UEFA Congress and men's and women's UEFA Champions League Finals in May
- FA England Awards at St. George's Park on Sunday 3 February
- 20 years of women's football and UEFA WOMEN'S EURO 2013 in July
- National Football Day on Saturday 10 August
- FA Gala Dinner at the Grand Connaught Rooms on Saturday 26 October

FA Chairman David Bernstein said: "2013 will be a major opportunity for us to showcase our work to the whole country and the wider world. It is a terrific achievement for any organisation and I certainly hope it will capture the imagination in the way it has mine. From humble beginnings to today's global spectacle, we can be proud of this country's contribution to football."

A commitment to The FA's strategic goal of 'football for everyone' will be at the heart of the plans with an emphasis in particular on the national game, especially via women's football.



**FA CHAIRMAN
DAVID BERNSTEIN SAID:**

“It is a great honour to be Chairman of The Football Association as we head into our 150th year.

“It is incredible to think how the game has developed from that very first meeting at the Freemasons’ Tavern in October 1863. Those founding fathers had real foresight to bring order and organisation to the game. Still, despite their sporting values and vision, no one could have foreseen what football would come to mean for the nation.

“It truly is the national game and one in which we should all take tremendous pride. There can scarcely be a family in England that is not touched by football in some way and we at The FA take our responsibility to support the game very seriously.”



**ENGLAND MANAGER
ROY HODGSON SAID:**

“The Football Association holds a very important place in history, the oldest governing body in football, and it is only right that we celebrate it reaching a significant landmark.

“As I have said many times already, I am immensely proud to be the England Manager and that is only heightened by holding the post at such an auspicious time in the history of the organisation.”



**ENGLAND CAPTAIN
STEVEN GERRARD SAID:**

“It is a source of enormous pride to captain my country, and to do so in such a significant year is fantastic. The history of football in this country is immense and it is staggering to think it is 150 years since the organisation came together.

“Football has been my life from a very young age, and it is important that we celebrate the opportunities and benefits of the game. It brings people so much happiness, and while I’ve travelled the world as a footballer there is nowhere in the world quite like our country for passion and enthusiasm.”



**ENGLAND WOMEN’S HEAD COACH
HOPE POWELL SAID:**

“2013 will be a really exciting year for The FA and I am already looking forward to being involved in it. “Football is now the most popular female team sport and we are third in terms of participation figures behind men’s football and men’s cricket. The FA WSL has just finished its second season and we are already starting to see the benefits of our first-ever semi-professional women’s League. On the international front, England have just qualified for Euro 2013 – our fifth consecutive appearance at a major Finals and we will be looking to make a good account of ourselves to help The FA mark what will undoubtedly be a big year.”



**ENGLAND WOMEN’S CAPTAIN
CASEY STONEY SAID:**

“To be an England captain in The FA’s 150th year is something I’ll be extremely proud of. The FA has really helped improve and raise the profile of the women’s game and I know they are planning on doing even more in the next few years.

“It’s also a massive year for us with the Euro Finals in Sweden and I’d love to win something with England.”



**FA VICE-CHAIRMAN
DAVID GILL SAID:**

“The year ahead will not just be about The FA’s anniversary but will be a chance for all of football in this country to come together and celebrate our national game.

“From the clubs and leagues to the players and the fans, and all who give their time to making football the global phenomenon it is – FA150 is a tremendous opportunity for us all to be united. It is an honour that UEFA has chosen to mark our special year by bringing the UEFA Congress and UEFA Champions League Final back to London. It will be a wonderful chance to share the year with our fellow member associations and the wider football family.”

ST GEORGE'S PARK

OPENED IN OCTOBER 2012, ST. GEORGE'S PARK WILL NATURALLY BE A FOCAL POINT FOR THE 150TH CELEBRATIONS IN 2013 AS IT ESTABLISHES ITSELF AS ENGLISH FOOTBALL'S HUB FOR COACH EDUCATION AND ALL OUR DEVELOPMENT PROGRAMMES.

ST. GEORGE'S PARK FOOTBALL CENTRE



The National Football Centre will be the central setting in which coaches will be taught how – as well as what – to coach, teach, inspire and influence. It will go hand in hand with our youth development review and commitment to smaller-sided football on smaller pitches and to an inclusive learning environment.

Everything about St. George's Park is world-class while the focus on customer excellence will ensure that it is a vibrant home for football, a place for sport and business to come together time and time again.

Set in the National Forest, near Burton-Upon-Trent, in 330 acres of beautifully landscaped parkland, the centre is the training base for the 24 England teams and features two Hilton hotels.

St. George's Park is also the home of FA Learning, The FA's educational department. Through the delivery of national coach education courses, St. George's Park will provide a platform for the communication of The Future Game philosophy, which outlines a vision for the development of English football.

The Future Game will be brought to life in St George's Park which includes a full-sized indoor third generation football pitch, a 60mx40m multipurpose indoor sports hall, 11 full size outdoor pitches and one elite training pitch which is an exact replica of Wembley.

Players, coaches, guests and athletes from other sports will have the opportunity to access the very best medical and sports science facilities on site.

Perform at St. George's Park is a bespoke sports medicine, rehabilitation and performance centre operated by Spire Healthcare. Perform combines 25,000 square feet of cutting-edge technology with elite medical expertise, creating the most advanced sports medicine, rehabilitation, performance science and training centre in the UK.

The goal is to become the first FIFA F-Marc Centre of Medical Excellence in the UK. This world class facility is available to use by national and international football clubs, as well as other sports and business organisations to drive excellence in performance.

Visitors will enjoy impressive accommodation, with Hilton Worldwide operating two hotels under one roof. This innovative concept will provide accommodation options to suit any budget. The hotels will cater for individuals, groups or team bookings, along with major sporting or business conferences and banquets and will provide onsite accommodation for those attending residential courses run by FA Learning.

ST. GEORGE'S PARK FACTS & FIGURES

- St. George's Park is home to 24 England teams
- 12 full-size pitches, including one indoor full-size pitch
- The sports hall is 1/3 of the area of the current Wembley pitch and is the largest seamless area elastic PU floor in the UK
- 2 full size Futsal pitches can be accommodated in the indoorsports hall
- 60m x 40m multi-purpose indoor sports hall
- 120m x 80m indoor full-size artificial football pitch
- 60m running track
- 5 pitches have under-soil heating and floodlighting
- 3.5 miles of rabbit fencing has been used to protect pitches
- 330 acres of land
- It takes 4,000 litres of water per night to service the under-soil heating
- 2.4million litres of water is in a holding tank to service the infield irrigation points
- 5 gymnasiums (Hilton and Hampton by Hilton gyms, Biomechanical gym, Rehabilitation gym, Strength and Conditioning gym)
- The rubber crumb used in the gymnasium and rehabilitation rooms is the same granulate used in the outdoor track upon which Usain Bolt broke the 100m record
- There are 100 million blades of Desso Grassmaster synthetic fibres on the main 'Elite' pitch, where the England senior team will train
- an exact replica of the surface at Wembley Stadium
- St. George's Park has 1 altitude chamber
- 250 person education complex
- 275 jobs created
- 800 new coaches to be trained and qualified per year at St. George's Park
- 800 coaches to receive Continued Professional Development across the game
- 1,200 licensed coach educators (tutors) to be trained and licensed
- By 2017 The FA is committed to reducing the ratio of qualified coaches to players from 1:68 to 1:25
- 55,000 coaches will go through Levels 1 & 2 and Youth Award qualifications which will be delivered by the new 1,200 coach educators
- 65 inch touch screen television in the England senior team dressing room
- 232 air conditioned rooms in the Hilton and Hampton by Hilton hotels
- 14 suites in the Hilton hotel
- 350 car park spaces

More information on St George's Park is available via our website - <http://www.thefa.com/st-georges-park>

If you have any specific queries about FA Learning courses please email FALearningSupport@TheFA.com or call 0844 980 8212





CUSTOMER RELATIONS

THE CUSTOMER RELATIONS TEAM WORKS TO COLLATE VIEWS FROM THE GENERAL PUBLIC, BUILD A PICTURE OF PUBLIC OPINION AND FEED THIS BACK INTERNALLY TO THE RELEVANT DEPARTMENTS WITHIN THE FA.

Everyone at The FA acknowledges the fact that all football fans have the right to make their views heard and we openly seek your feedback. We collate feedback that we receive on customer issues which enables us to monitor particular concerns and work with the relevant departments within The FA to respond effectively to individual cases and assess any relevant future change of policy. With the majority of emails that we receive, we will try to ensure that you receive a response within 5 working days of receipt. For letter correspondence, we target a 10 working day response time.

Contact Information

'Contact Us' is a facility provided by the Customer Relations team to answer questions from the general public on the wide range of services The FA provides.

Office hours:

9am until 5pm, Monday-Friday

Please contact us via one of the following options:

E-mail:

Via our Contact Us form - www.thefa.com/contact-thefa

Tel: 0844 980 8200 (option 3)

Fax: 0845 458 1966

Post:

Customer Relations Team
The Football Association
Wembley Stadium
PO Box 1966
London
SW1P 9EQ

FAN

The Football Association Number (FAN) is a unique reference for every individual involved in football (player, coach, referee, administrator, volunteer, parent, spectator). Created as part of The FA's Customer Relationship Management strategy, FAN is unifying all the existing membership schemes and administration systems to ultimately provide a single view of an individual's involvement in football and interactions with The FA. Supporters who currently hold FANs are able to use it to access customised services via TheFA.com – as well as additional benefits, such as the purchase of tickets for England games, shopping online, access to special promotions etc. For more details on FAN benefits and how you can register for one, please visit www.thefa.com/FAN

ENGLANDFANS

ENGLANDFANS IS THE OFFICIAL ENGLAND SUPPORTERS CLUB. MEMBERSHIP OPERATES ON A TOURNAMENT-TO-TOURNAMENT BASIS. THE 2012-2014 MEMBERSHIP STARTED ON 2 JULY 2012 AND WILL EXPIRE ON 13 JULY 2014

englandfans offers members the opportunity to purchase tickets to both home (in advance of the general public sale) and away games, plus access to tickets for tournaments involving England, including the FIFA World Cup 2014 in Brazil.

Members also receive the following key benefits:

- Ticket-price discounts for home games at Wembley Stadium (£5 for adults and £2.50 for children), provided tickets are purchased in the members' priority sale period.
- Exclusive members-only access to gain entry to events attended by England management and players, such as England training sessions. Junior members are able to enter a competition to be a Player Escort at England home matches.
- Access to lots of other englandfans only benefits, such as a permanent 15% discount on all merchandise bought at the official England online store and exclusive offers from The FA commercial partners.
- Exclusive access to the englandfans members website.

One of our main priorities has always been to ensure that as many supporters as possible get the chance to access tickets to England's away matches. Tickets for our away matches are only sold to fully vetted englandfans members and are allocated using our own loyalty ('caps') system.

Membership of englandfans is open to everyone – irrespective of ability or disability, race, gender sexual orientation, nationality, ethnic origin, colour, religion or belief. We want to encourage and increase involvement with the national team and football as a whole from every part of our society. To join englandfans, please visit www.thefa.com/englandfans. Or if you have any questions about the membership please call 0845 458 1966 and speak to one of our team.

Also follow englandfans on Twitter (@englandfans) and Facebook (www.facebook.com/englandfansclub) for up to the minute news.



TICKETING

THE FA IS RESPONSIBLE FOR THE TICKETING ARRANGEMENTS FOR ALL FA RUN MATCHES AT WEMBLEY STADIUM.

THE MATCHES THAT WE HOST ARE ENGLAND SENIOR INTERNATIONALS, THE FA COMMUNITY SHIELD, THE FA VASE FINAL, THE FA TROPHY FINAL, THE FA CUP SEMI-FINALS AND THE FA CUP FINAL.

In addition to these fixtures, The FA is also responsible for The FA Women's Cup Final, Women's England internationals and England men's Under-21 and development team internationals. In each instance tickets for these matches are sold via the host venue.

Tickets for FA matches involving domestic club sides (The FA Cup, The FA Community Shield, The FA Vase and The FA Trophy) are sold by the participating clubs, although the pricing policy and guidelines are set by The FA.

The Football Family

This group consists of the clubs participating in The FA Cup, County FA's, sponsors and the football authorities. All of these groups participate in the running of the game at all levels across the country. By allocating tickets to FA Competitions along with England home matches, we are thanking them for their tireless work in developing and promoting football at all levels.

Disabled Ticketing

The FA's Customer Relations Team sell tickets for England matches to disabled supporters with a FAN. The hotline for these tickets is 0845 458 1966.

Ticket Refund Policy

In the event of an FA fixture being postponed in advance of kick-off, ticket holders will be entitled to free admission to any re-arranged match or a full refund. If a match is abandoned after kick-off, ticket holders are entitled to free entry to a rescheduled fixture or a partial refund.

All refunds are issued in line with The FA's Terms and Conditions, full details of which can be found on www.thefa.com or by calling The FA Customer Relations team. Any customer with a complaint about their experience at an FA match should also contact The FA's Customer Relations

team. To protect genuine fans The FA's Legal Department, along with our Customer Relations team, carry out extensive monitoring work to prevent FA match tickets being sold through unauthorised channels, especially internet auction sites. Tickets appearing on such websites are removed from sale and where appropriate, action may be taken against both the seller and the agent.

Commitments for 2013

As part of our commitment to you we will ensure that:

- Our pricing policy offers a fair spread of pricing for domestic cup competitions and England internationals.
- A family area will be available for under 16s along with a schools and junior football club enclosure at every England home game.
- We will endeavour to provide exemplary customer service at all times.
- We are fully committed to providing an excellent service for our disabled supporters.
- We will continue to investigate and introduce new technology in order to make the ticketing process and supporter experience as efficient as possible.

WEMBLEY STADIUM

WEMBLEY IS ONE OF THE MOST FAMOUS STADIUM'S IN THE WORLD. IT IS A WORLD CLASS VENUE THAT ATTRACTS SOME OF THE BIGGEST EVENTS IN SPORT, MUSIC AND ENTERTAINMENT AND MORE THAN 2 MILLION VISITORS PER YEAR.

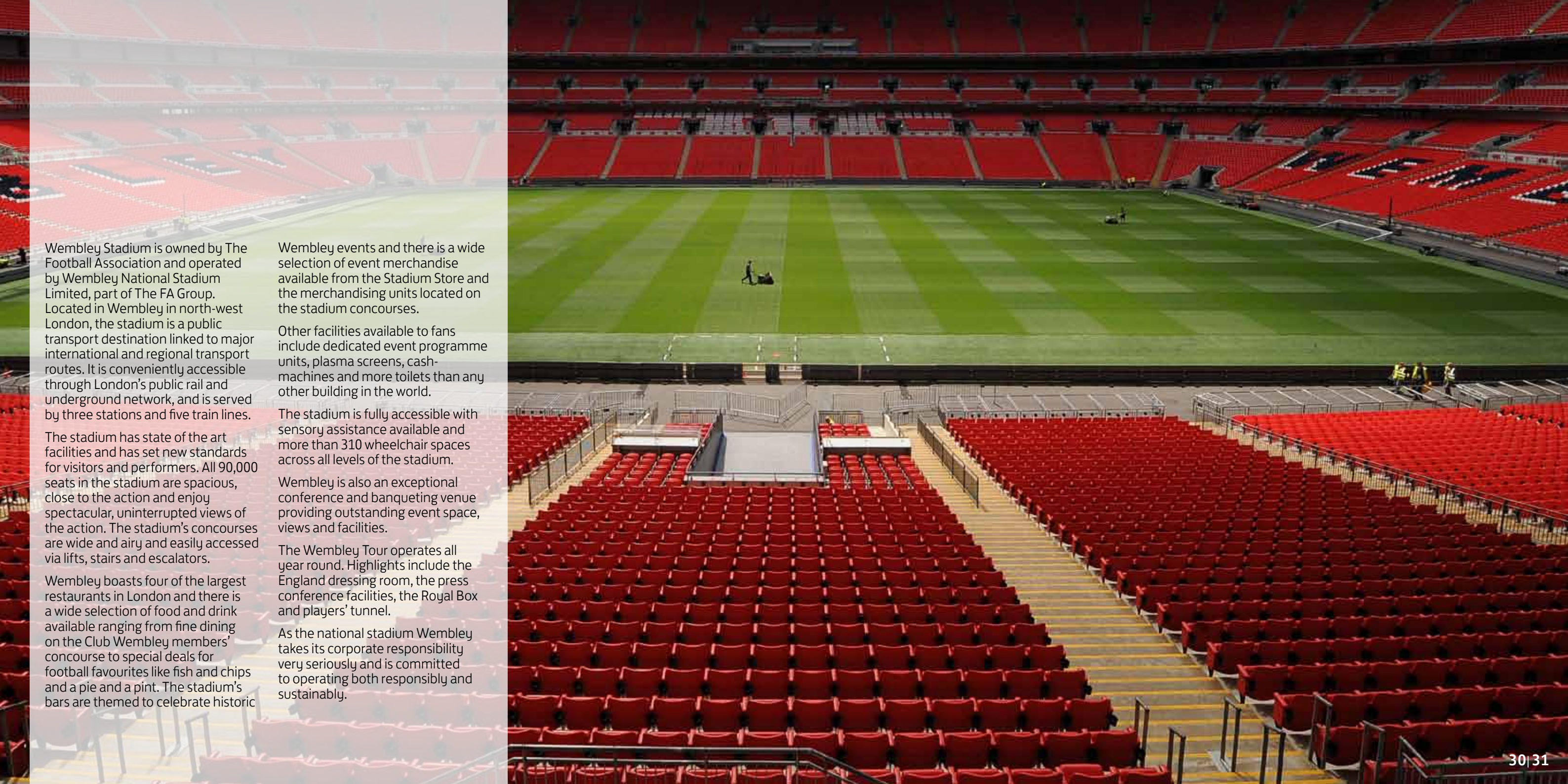


Wembley Stadium re-opened in May 2007 on the same site as the much loved former stadium. The stadium's 133m high arch has become a new landmark for London and is now instantly recognisable around the world. The new stadium has quickly re-established itself as the home of English football and as the ultimate live event experience. As the largest football stadium and music venue in the UK and with a legendary history Wembley provides a first class experience for fans of football, music and sport. It is the perfect venue to stage and celebrate the world's most important live events.

Wembley is the home of the England national football team, as well as the FA Cup Final and Semi Finals, The Football League Cup Final, The FA Community Shield, The Football League Play Off Finals and The Rugby League Challenge Cup Final. The stadium also regularly hosts other major sporting events including regular season NFL games and is known worldwide for its epic music concerts.

In an Olympic year, Wembley Stadium played a huge part in such a successful games in London, hosting nine matches including the men's and women's finals. Records tumbled with Team GB women's team smashing the previous record for a women's match in the UK and the women's final setting an Olympic record. Just under 700,000 fans came to watch football at the stadium and 8% of all Olympic tickets sold were for football at Wembley.

After such a big year for British sport, 2013 promises to be just as exciting with The FA celebrating its 150th anniversary and the Wembley brand celebrating its 90th. A packed event calendar will see celebratory games for England against Brazil, Republic of Ireland and Scotland. There is also an incredible return for music at the stadium with The Killers, Robbie Williams, Bruce Springsteen and Roger Waters all performing dates at the stadium and the pinnacle of club football will return again with the 2013 Champions League Final being played at the stadium for the second time in three years. The latter half of the year will see two NFL games take place at the stadium for the first time ever with the commencement of a four-year partnership with the Jacksonville Jaguars, as they face San Francisco 49ers and a match between Minnesota Vikings and Pittsburgh Steelers.



Wembley Stadium is owned by The Football Association and operated by Wembley National Stadium Limited, part of The FA Group. Located in Wembley in north-west London, the stadium is a public transport destination linked to major international and regional transport routes. It is conveniently accessible through London's public rail and underground network, and is served by three stations and five train lines.

The stadium has state of the art facilities and has set new standards for visitors and performers. All 90,000 seats in the stadium are spacious, close to the action and enjoy spectacular, uninterrupted views of the action. The stadium's concourses are wide and airy and easily accessed via lifts, stairs and escalators.

Wembley boasts four of the largest restaurants in London and there is a wide selection of food and drink available ranging from fine dining on the Club Wembley members' concourse to special deals for football favourites like fish and chips and a pie and a pint. The stadium's bars are themed to celebrate historic

Wembley events and there is a wide selection of event merchandise available from the Stadium Store and the merchandising units located on the stadium concourses.

Other facilities available to fans include dedicated event programme units, plasma screens, cash-machines and more toilets than any other building in the world.

The stadium is fully accessible with sensory assistance available and more than 310 wheelchair spaces across all levels of the stadium.

Wembley is also an exceptional conference and banqueting venue providing outstanding event space, views and facilities.

The Wembley Tour operates all year round. Highlights include the England dressing room, the press conference facilities, the Royal Box and players' tunnel.

As the national stadium Wembley takes its corporate responsibility very seriously and is committed to operating both responsibly and sustainably.



MERCHANDISE

As a 'not for-profit' organisation, The FA re-invests all its surplus revenues back into football at all levels, so the game constantly grows and flourishes. These revenues are often generated by supporters and cover:

- Profits made from the sale of tickets to international matches and The FA Cup Semi-Finals, and The FA Final.
- Purchase of official FA licensed products, including best-sellers such as the England shirt (available at www.EnglandStore.com) and England & FA Cup match day programmes (available at www.TheFA.com/programmes).

The FA's Business Development team look to maximise revenues from all officially licensed products, here and internationally. The two major brands for which The FA grants licences are the England team and The FA Cup. Tight control is exercised on the quality of products, with The FA receiving royalties on all products which are sold under an official license.

The FA also strenuously polices non licensed products, to prevent money going out of football – and to protect the integrity of the brands we manage.

Fans can tell whether a product is official or not by The FA's official hologram that genuine products carry. With this, fans can purchase in the confidence that they are also helping English football develop.

If a customer is dissatisfied with the quality of an official product they have purchased, they should address this with the retailer in the first instance. However, The FA is always happy to receive feedback from customers to improve the quality and range of official products going forward.

Reinvesting Supporter-Generated Revenue

Overall, The FA's two biggest sources of revenue are for the sale of its broadcast rights – here and internationally - and sponsorship rights. Maximising revenue from these sources is absolutely vital to running all aspects of The FA and helping fund football in this country.



GET INTO FOOTBALL

IF YOU ARE A PLAYER, THERE ARE PLAYING OPPORTUNITIES FOR ALL AGES, AND LEVELS. WHATEVER YOUR LEVEL YOU CAN USE THE FA'S FIND A CLUB TOOL WWW.THEFA.COM/FINDACLUB TO FIND A CLUB IN YOUR AREA.

Once playing, The FA's FullTime league administration system can provide fixture and league table updates for your team. If you are no longer able to commit to the rigours of club football but are keen to stay playing our FA Mars Just Play! programme could be just what you are looking for. Open to adults aged 16 and above, men and women, of any ability or fitness level – FA Mars Just Play offers informal kickabouts and a pathway back into the game. Check it out at www.thefa.com/justplay.

If you are a keen parent looking to find opportunities for your child, The FA Tesco Skills Programme is available for children aged 5-11 and provides skills training at centres across the UK. For more information please visit www.thefa.com/Skills.

Football needs more coaches and The FA has many ways in which you can become involved. The first step is to enrol on a Level One coaching course. You can find a course in your area by visiting The FA's find a course tool on www.thefa.com/myfootball.

If you are keen on becoming a referee, The FA is aiming to recruit 8,000 new referees by the end of 2013. The first step is to take your basic refereeing course, and you can find a course in your area using The FA's find a course tool on www.thefa.com/myfootball. Alternatively you can visit www.thefa.com/referee for more information on what becoming a referee is all about.

If you would simply like to volunteer your services to your local league or club, there are many ways in which you can get involved. You can find information on volunteering and community links, and even how to set up your own team or club at www.thefa.com/myfootball.

EQUALITY

THE FA'S COMMITMENT IS TO CONFRONT AND ELIMINATE DISCRIMINATION WHETHER BY REASON OF AGE, GENDER, GENDER REASSIGNMENT, SEXUAL ORIENTATION, MARITAL STATUS, RACE, NATIONALITY, ETHNIC ORIGIN, COLOUR, RELIGION OR BELIEF, ABILITY OR DISABILITY AND TO ENCOURAGE EQUAL OPPORTUNITIES.

This policy is fully supported by the Board of The FA and the Director of Football Governance and Regulation is responsible for the implementation of this policy.

The FA, in all its activities, will not discriminate, or in any way treat anyone less favourably, on grounds of age, gender, gender reassignment, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. The FA will ensure that it treats people fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities.

The FA will not tolerate harassment, bullying, abuse or victimisation of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. The FA will work to ensure that such behaviour is met with appropriate

action in whatever context it occurs.

The FA is committed to the development of a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within football.

The FA is committed to a policy of equal treatment of all members to abide and adhere to this policy and the requirements of the Equality Act 2010 as amended from time to time.

The FA commits itself to the immediate investigation of any claims, when it is brought to their attention, of discrimination on the above grounds and where such is found to be the case, a requirement that the practice stop and sanctions imposed as appropriate.

If you wish to report an incident of abuse and/or discrimination please use the contact details below:

Tel: 0800 085 0508

Email: FootballForAll@TheFA.com





CHARITY PARTNERS

The FA's Official Charity partner, Teenage Cancer Trust, receives a substantial five-figure financial donation from The FA's Community Shield Fund and a direct association with The FA. The charity is entitled to a host of FA Group benefits which it uses to raise funds including signed England shirts for auction, Wembley Stadium Tours, exposure in The FA's matchday programmes, mascot places, tickets for England internationals and an annual fundraiser event at Wembley Stadium.

The FA remains a huge supporter of the Armed Forces. The FA was one of the founding partners of Tickets For Troops and continue to donate 500 tickets for Wembley matches.



COMPLAINTS PROCEDURE

If you would like to submit a complaint to The FA, you can put it in writing addressed to:

Customer Relations
The Football Association
Wembley Stadium
PO Box 1966
London
SW1P 9EQ

Or you can email via our 'Contact Us' form at:
www.thefa.com/contact-thefa

We will strive to respond to all emails within five working days. For letters, we aim to respond within 10 working days.

We aim to ensure that at all times our complaints handling process is fair to everyone, ensuring all views are heard and taken into account in a balanced way.

Still not satisfied? Contact the Independent Football Ombudsman (IFO).

The Independent Football Ombudsman was established at the beginning of the 2008-09 season and will have a clear remit to receive and adjudicate on complaints from football supporters and participants which have not been resolved by the football authorities. They raise any policy issues which have been highlighted by those complaints, directly with The FA, Premier League and The Football League.

The creation of an Ombudsman will maintain a position as the independent and final arbiter of football complaints.

For further information on the IFO, please visit the website:
www.theifo.co.uk

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