



Stockport County Football Club

Customer Charter



Introduction

Stockport County Football Club deeply values its loyal and passionate supporters, the “Blue & White Army.” Your unwavering dedication is the heartbeat of our club and a driving force behind our success, both on and off the pitch. This Supporter Charter outlines our commitment to providing an exceptional experience for every fan, fostering a strong sense of community, and ensuring your voice is heard.

We are committed to upholding the highest standards of service, transparency, and respect in all our interactions. This charter details what you can expect from Stockport County FC across various aspects of your engagement with the club.

Our Core Values & Commitments

Stockport County FC is committed to:

1. **Respect & Inclusivity:** Treating all supporters, staff, and visitors with courtesy, respect, and fairness, fostering an inclusive environment free from discrimination.
2. **Excellence in Service:** Striving to deliver high-quality services across all touchpoints, from ticketing and merchandise to matchday experience and community engagement.
3. **Open Communication:** Maintaining clear, timely, and honest communication with our fanbase.
4. **Fan Engagement:** Actively listening to and valuing supporter feedback, using it to continually improve our operations and decision-making.
5. **Community Focus:** Remaining at the heart of the Stockport community, using the power of football for positive social impact.
6. **Safety & Security:** Ensuring a safe, secure, and enjoyable environment for all attendees at Edgeley Park and club events.



Our Commitments to You

1. Ticketing & Access

- We will provide clear and accessible information regarding ticket sales, pricing, and availability for all home and away fixtures.
- We commit to transparent policies on season tickets, matchday tickets, concessions, and cup competitions.
- We will clearly communicate refund and abandoned match policies.
- We will strive to make our ticketing processes as user-friendly as possible, including online, over the phone and in-person options where feasible.
- We are dedicated to providing appropriate facilities and support for disabled supporters and their personal assistants, ensuring equitable access to matches and club events.

2. Matchday Experience

- We will work continuously to enhance the matchday atmosphere and overall experience at Edgeley Park.
- We commit to providing a safe and welcoming environment for all supporters, home and away.
- We will endeavour to minimise queueing times for entry, F&B offerings, and facilities.
- We will ensure adequate stewarding and security presence to maintain order and assist supporters.
- We will provide accessible facilities, including quiet rooms and accessible seating, as outlined in our accessibility policies.



3. Retail & Merchandise

- We will offer a wide range of high-quality, officially licensed Stockport County FC merchandise in the County Store and online.
- We commit to fair pricing and transparent return/exchange policies for all merchandise.
- We will regularly introduce new and exciting products, including limited-edition items and seasonal collections.
- We will strive for a seamless and efficient shopping experience, both in-store and through our online platform.

4. Communication & Engagement

- We will communicate important club news, fixture changes, and policy updates through our official website, social media channels, newsletters, and matchday programmes.
- We commit to regular consultation with supporters through various channels, including:
 - o Fan Forums: Open Q&A sessions with senior club staff.
 - o Supporter Group Meetings: Regular meetings with official supporter organisations (e.g. Supporters Co-Op).
 - o Surveys and Members Polls: Periodic surveys to gather feedback on various aspects of the club.
 - o Dedicated Supporter Liaison Officer (Matchday Here to Help Team): A designated point of contact for fan queries and feedback.
- We will acknowledge all supporter enquiries within a maximum of 2-3 working days and aim to resolve complaints within 10-14 working days. If a full response requires more time, we will provide an update on progress.
- We encourage supporters to provide feedback, both positive and constructive, to help us improve.



5. Community & Social Responsibility

- We are proud of the work of the Stockport County Community Trust and commit to supporting its initiatives that use football as a force for good in the local community.
- We will engage in initiatives that promote health, wellbeing, education, and social inclusion across Stockport.
- We will actively work to combat discrimination and promote equality, diversity, and inclusion within the club and its fanbase.

6. Complaints Procedure

- We aim to resolve all complaints fairly and efficiently.
- Complaints should be submitted in writing via email to complaints@stockportcounty.com or by post to: Stockport County FC, Hardcastle Road, Stockport, SK3 9DD.
- We will acknowledge receipt of your complaint within 2-3 working days.
- Your complaint will be directed to the appropriate departmental head for review.
- We will endeavour to provide a full response within 10-14 working days. If more time is needed, we will keep you informed of the progress.
- If you are not satisfied with the club's response, you may refer your complaint to the Independent Football Ombudsman (IFO).

Your Role as a Supporter

We ask our supporters to:

- Adhere to the club's ground regulations and codes of conduct.
- Treat all staff, fellow supporters, and opponents with respect.
- Report any instances of discriminatory or inappropriate behaviour.
- Provide constructive feedback to help us improve.
- Continue to support Stockport County FC with the passion and pride that makes our club special.

Contact Us

General Enquiries info@stockportcounty.com

Supporter Services Team slo@stockportcounty.com

Ticket Office 0161 266 2700

Complaints complaints@stockportcounty.com

County Collective, EDI countycollective@stockportcounty.com

Official Website www.stockportcounty.com

Official Ticketing Website tickets.stockportcounty.com



This is
my **County**