



BRISTOL ROVERS  
FOOTBALL CLUB

☎ 0117 909 66 48  
✉ [bristolrovers.co.uk](mailto:bristolrovers.co.uk)

# Discrimination Complaints Procedure

## Introduction

Everyone has the right to live and work in an environment free from harassment, bullying, discrimination and hate crime. If you have experienced or witnessed; at the stadium or online/social media; harassment, discrimination, bullying or other unacceptable behaviour at Bristol Rovers Football Club, by its staff, players or supporters, you can tell us about your experience.

## Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way, or that the Club Policies, Rule or Code of Conduct have been broken should follow the procedures below.

## Email Complaints

You can report the matter to [redi@bristolrovers.co.uk](mailto:redi@bristolrovers.co.uk) at anytime

Your report should include:

- Details of what, when and where the occurrence took place
- Any witness statement and names
- Names of any others who have been treated in a similar way
- Details of any former complaints made about the incident, date, when and to whom made
- Share details of the incident and screenshots (if applicable) of any offensive social media posts where possible
- A preference for a solution to the incident

## Matchdays

On Matchdays, you can text **07451 288910**

Your text should include:

- Give full details of the incident
- Which stand, row and seat it took place in (if possible)
- The text will be sent to the matchday safety team, who will investigate via steward intervention, as well as direct or remote observation

Alternatively, you can speak directly to a club steward or other member of staff

## Outcomes

The Club's Management Committee will sit for any hearings that are requested

The Club's Management Committee will have the power to:

- Warn as to future conduct
- Suspend from membership
- Remove from membership, any person found to have broken the Club's Policies or Codes of Conduct